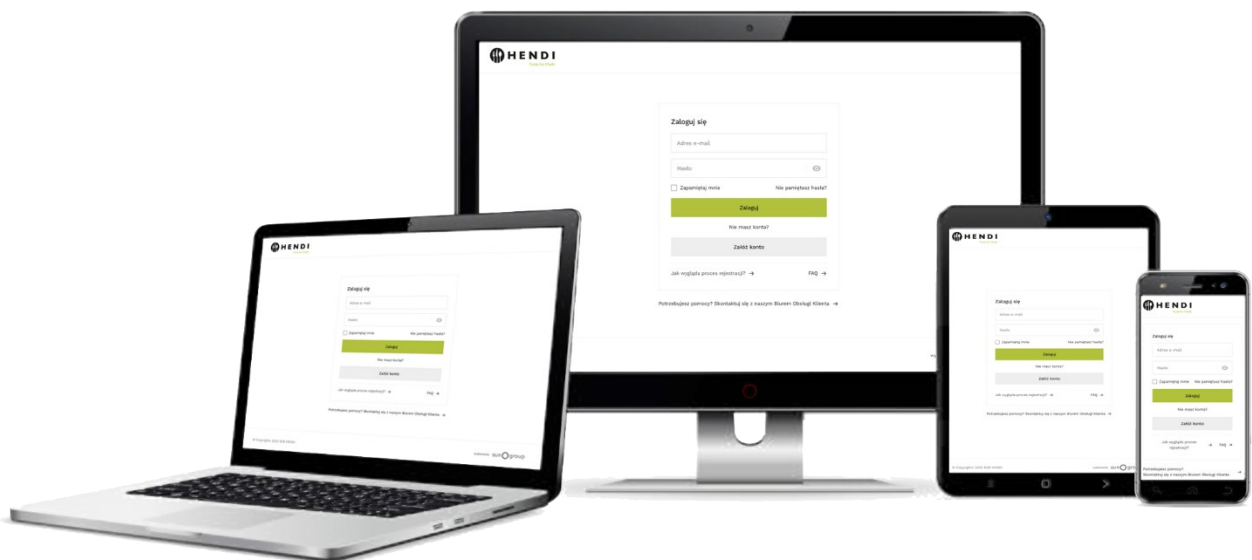


Manual

Platform B2B HENDI



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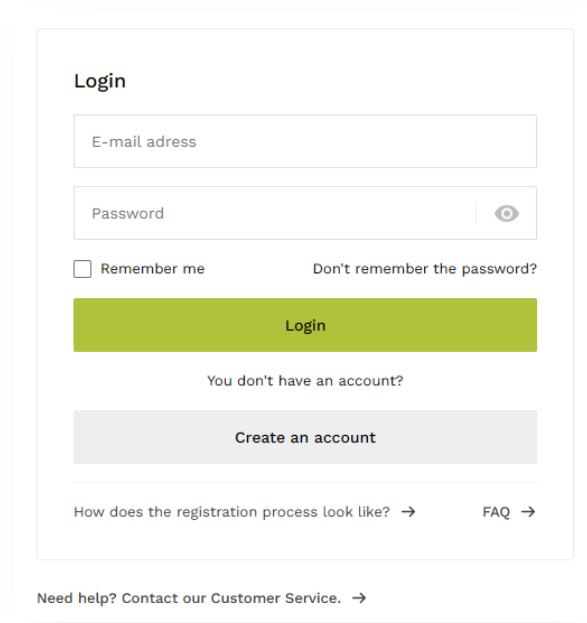
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Login and password reset

1. Logging in to the B2B platform

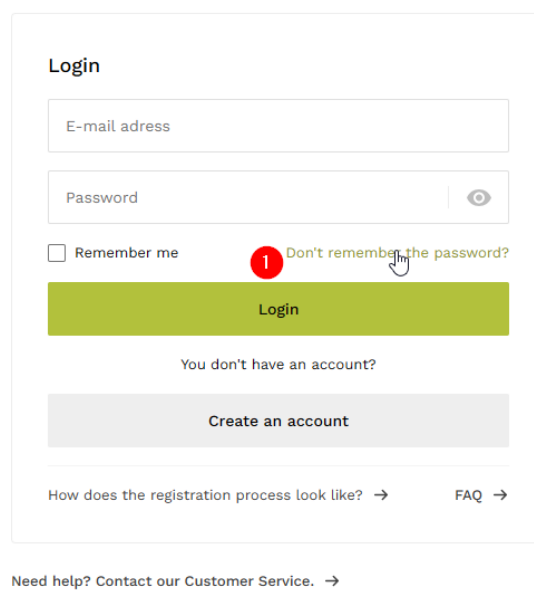
After receiving your login and password for the B2B platform, go to <http://b2b.hendi.com> and fill in the appropriate fields, then click **Login**.



The screenshot shows the login page of the B2B platform. It features a white background with a light gray border. At the top, the word "Login" is displayed in a bold, black font. Below it, there are two input fields: "E-mail address" and "Password". The "Password" field has a small eye icon to its right. Under the "Password" field, there are two checkboxes: "Remember me" (unchecked) and "Don't remember the password?" (checked). Below these checkboxes is a large green button labeled "Login". Under the "Login" button, there is a link that says "You don't have an account?". Below this link is a gray button labeled "Create an account". At the bottom of the form, there are two links: "How does the registration process look like? →" and "FAQ →". Below the form, there is a footer that says "Need help? Contact our Customer Service. →".

2. Resetting the password to the B2B platform

While on the login page, click on the link **Forgot your password?**



This screenshot is identical to the one above, showing the login page. However, a red circle with the number "1" inside is placed over the "Don't remember the password?" link, and a black arrow points to it, indicating where to click to reset the password.

Moving to a new page, enter the email address to which the account has been assigned and click **Reset Password**. As confirmation we will receive an appropriate message.



Don't remember the password?

Enter your email address and we will send you a link to reset your password

Reset Password
[← Back to Login](#)


Check your email
We have sent a password reset link to your email address.
Please check your email.

A message with a link to the password reset page will be sent to the email address provided. Enter the new password and click **Reset password**. If you don't receive an email, please check your SPAM folder.

Set a new password

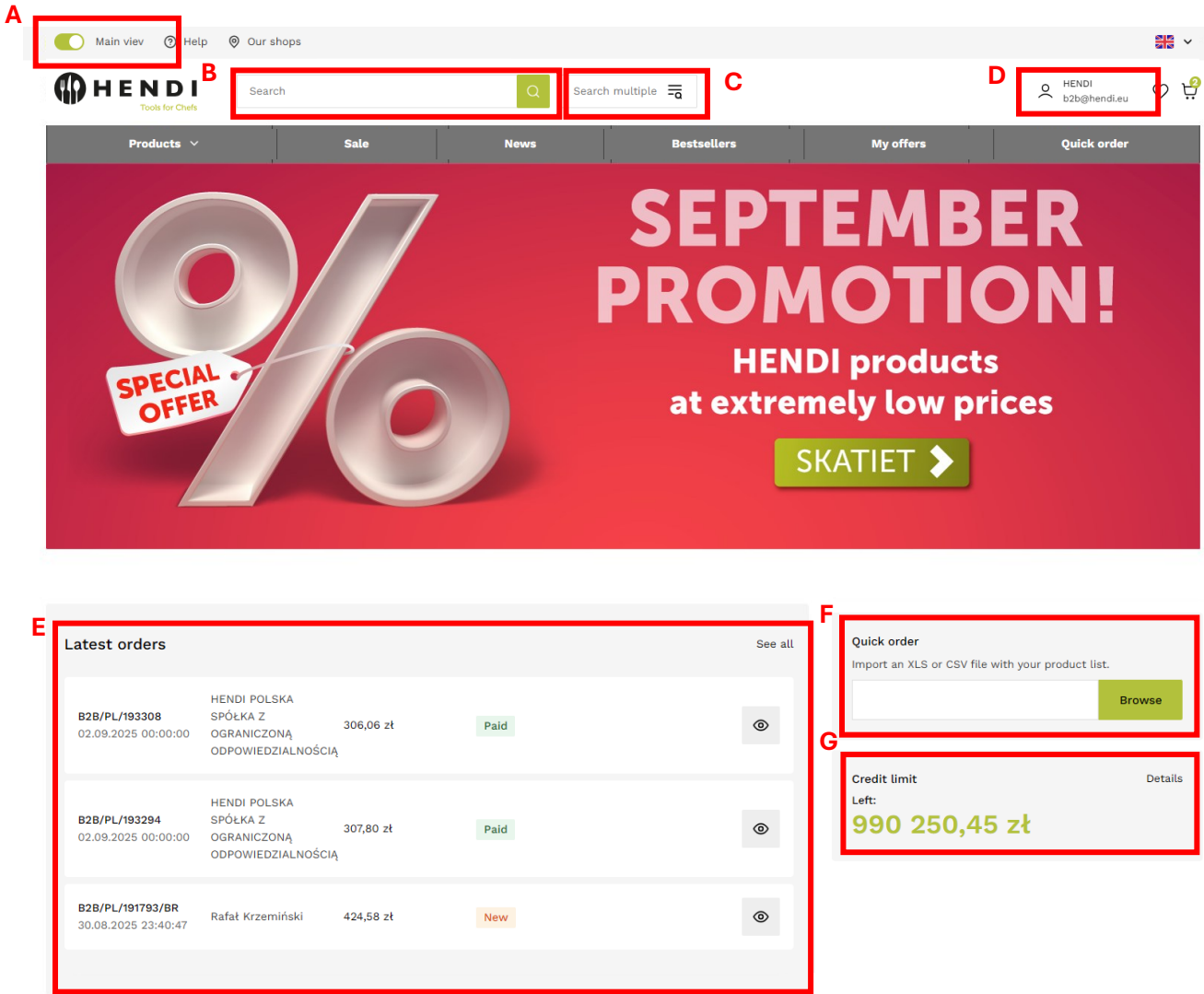
The password should contain at least 8 characters

 
 
Reset password

If everything has been done correctly we will be taken directly to the main page of the B2B platform.



Home page



The screenshot shows the HENDI home page with the following elements highlighted:

- A**: Toggle for 'Main view' (switched on).
- B**: Search bar with a magnifying glass icon.
- C**: 'Search multiple' button with a list icon.
- D**: User profile dropdown menu showing 'HENDI b2b@hendi.eu'.
- E**: 'Latest orders' table with columns for order ID, date, company name, amount, status, and an eye icon for details.
- F**: 'Quick order' section with a text input and a 'Browse' button.
- G**: 'Credit limit' section showing 'Left: 990 250,45 zł' and a 'Details' link.

Order ID	Date	Company Name	Amount	Status	Action
B2B/PL/193308	02.09.2025 00:00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Paid	Details
B2B/PL/193294	02.09.2025 00:00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Paid	Details
B2B/PL/191793/BR	30.08.2025 23:40:47	Rafał Krzemiński	424,58 zł	New	Details

After logging into the platform, you will be presented with the home page, where you can find, among other things:

- A) Change view mode** - the ability to change the page view from Main/Full to Simplified, which is limited to adding orders
- B) Product search engine**
- C) Search multiple** - allows you to search for several products by SKU at the same time.
- D) Customer panel**
- E) Listing with recent orders**
- F) Quick orders** - possibility to import products with their quantity from .XLS/.CSV file
- G) Credit limit** - information showing currently remaining credit limit



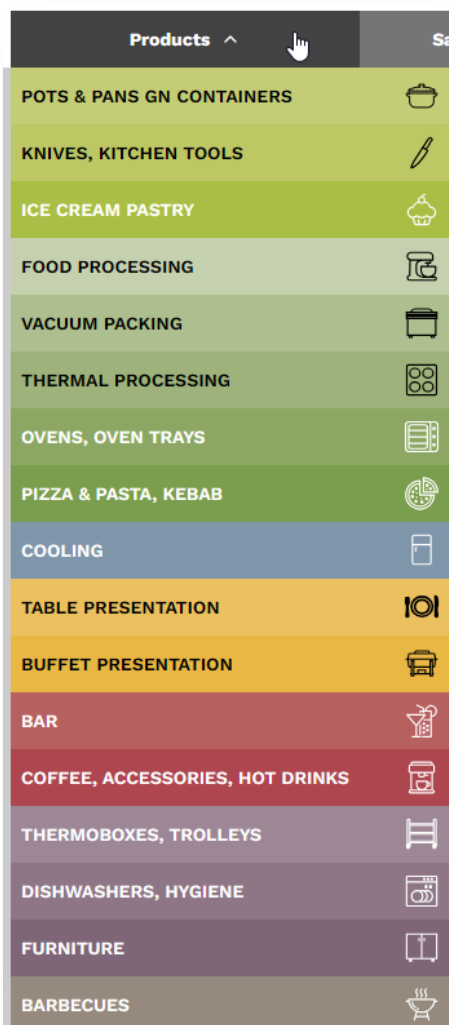
Product search

Hendi's B2B platform allows you to search for products in three ways:

- categories
- search bar
- search multiple module

1. Categories

To search for the product you are interested in, select the appropriate category from the list located in the menu under the **Products** button.



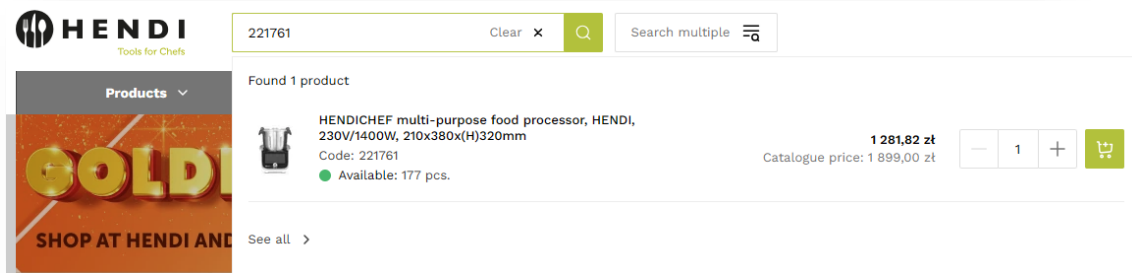
Did you know?

The category menu has been arranged according to the category list contained in the paper catalog.

2. Search bar

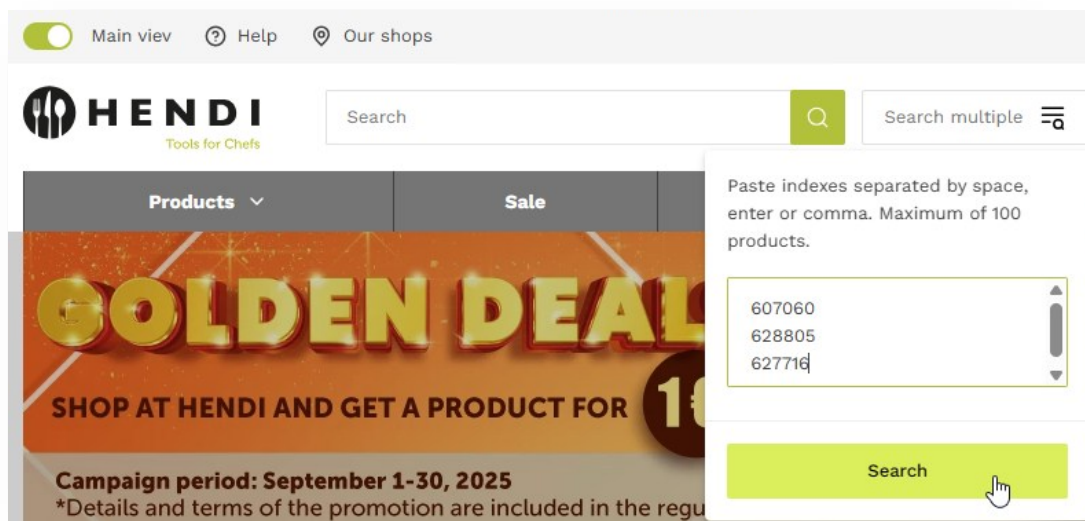
Another way to search for products is the "Search bar".

To find the product you are interested in, just enter the Product Code or Product Name in the field shown below and after a moment a hint of the product you are looking for will appear. After clicking **ENTER**, you will be taken to the search page.



3. Search Multiple

With this option, we can search for up to **100 products** by pasting their SKU (product code) separated by space, enter or comma.





Main view

The **Main View** option, located in the top left corner, allows you to switch the page layout from the extended version - which includes a banner, product search, and menu bar, etc. - to a simplified one



Simplified view is limited to displaying only the shopping cart, where we can add products and fully place an order.

☐ Main view
 ☐ Help
 ☐ Our shops



B2B HENDI
 b2b@hendi.eu




Your cart

Products in cart 3

☐	No.	Product	Price (Netto)	Discount	Number of products	Together	
☐	1.	 HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 Available: 177 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 699,00 zł	-32.5%	- 1 +	1 281,82 zł	x Delete
☐	2.	 Glass with handle LYS, Duralex, 0,31L, Transparent, 6 pcs., ø100x(H)100mm Code: 4018AR06D1111 Available: 164 pcs.	33,08 zł 49,00 zł	-32.5%	- 1 +	33,08 zł	x Delete
☐	3.	 Deep plate LYS, Duralex, ø230x(H)35mm Code: 3011AF06E1111 Available: 197 pcs.	5,06 zł 7,50 zł	-32.5%	- 1 +	5,06 zł	x Delete

Summary

Product value (net): 1 319,96 zł

Delivery cost: 0,00 zł

Payment cost: 0,00 zł

To pay:

Order value (net): 1 319,96 zł

Amount left for free shipping: 180,04 zł



Customer panel

The customer panel is our command center. Addition to the basic data of our company, available credit limit or addresses of our customers, we will find there several other important sections. The availability of each section depends on the user's current role.

1. Summary

Going to the Customer Panel, the first and at the same time the main page is the Summary section. Here we can find information about:

- A. Credit limit** - a breakdown of currently used and available funds and the amount of our total limit.
- B. Overdue invoices** - a table with unpaid invoices. Addition to basic invoice data, we have the option to download the invoice.
- C. Recent orders placed**

Summary

Order history

Billing documents

Shopping lists

My offers

My clients

My products

Returns

Complaints

Comparisons

XML Product Catalog

Address book

Users

Account settings

Notifications

Summary

A Credit limit

used credit:
9 749,55 zł

Available credit:
990 250,45 zł

Limit height:
1 000 000,00 zł

[Application to change the limit](#)

B Overdue invoices

Document	Address	Value	Payment term	
Invoice FVAD/2025/01/00002 03.01.2025 Unpaid	Jan Kowalski test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 237 days after the deadline	↓
Invoice FVD/2025/04/06396 29.04.2025 Unpaid	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 121 days after the deadline	↓

C Latest orders

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193294	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Unpaid	Paid
B2B/PL/193311	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	Unpaid	Paid
B2B/PL/193308	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Unpaid	Paid

[See more](#)

2. Order history

Depending on your user role, order history is available either in FULL or only to the user placing orders. It is possible to search for an order by: product code, phone number, shipping number, order number, own order number, delivery address, email address, ordering user, payment status, order date, order type, and order status. By entering several pieces of information after the comma in the **Search** field, e.g., phone number and email address, you will get a more accurate result.

Summary	Order history					
Order history						
Billing documents						
Shopping lists						
My offers						
My clients						
My products						
Returns						
Complaints						
Comparisons						
XML Product Catalog						
Address book						
Users						
Account settings						
Notifications						

Order no	Order date	Ordering party	Value	Payment	Order status
B2B/PL/193308 ZOA/2025/9/01657	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	306,06 zł	Unpaid	Paid
B2B/PL/193311 ZOA/2025/9/01661	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	184,54 zł	Unpaid	Paid
B2B/PL/193294 ZOA/2025/9/01637	02.09.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	307,80 zł	Unpaid	Paid
B2B/PL/191793/BR ZOA/2025/8/18696	30.08.2025 23:40	Jan Kowalski	424,58 zł	Unpaid	New Pay up
B2B/PL/191830 ZOA/2025/8/18634	30.08.2025 00:00	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	93,82 zł	Unpaid	Paid

3. Billing documents

Here we can find invoices (both paid and unpaid) for our orders. As with order history, here you can also search for documents by invoice number, delivery address and payment status.

Summary	Billing documents			
Order history				
Billing documents				
Shopping lists				
My offers				
My clients				
My products				
Returns				
Complaints				
Comparisons				
XML Product Catalog				
Address book				
Users				
Account settings				
Notifications				

Document	Address	Value	Payment term
Invoice FVAD/2025/01/00002 03.01.2025 Unpaid	Rafał Krzemiński test 2/2 02-097 Test Poland	809,33 zł	2025-01-10 243 days after the deadline
Invoice FVD/2025/04/06396 29.04.2025 Unpaid	Firmowa 12 62-023 Robakowo Poland	1 733,58 zł	2025-05-06 127 days after the deadline

All invoices

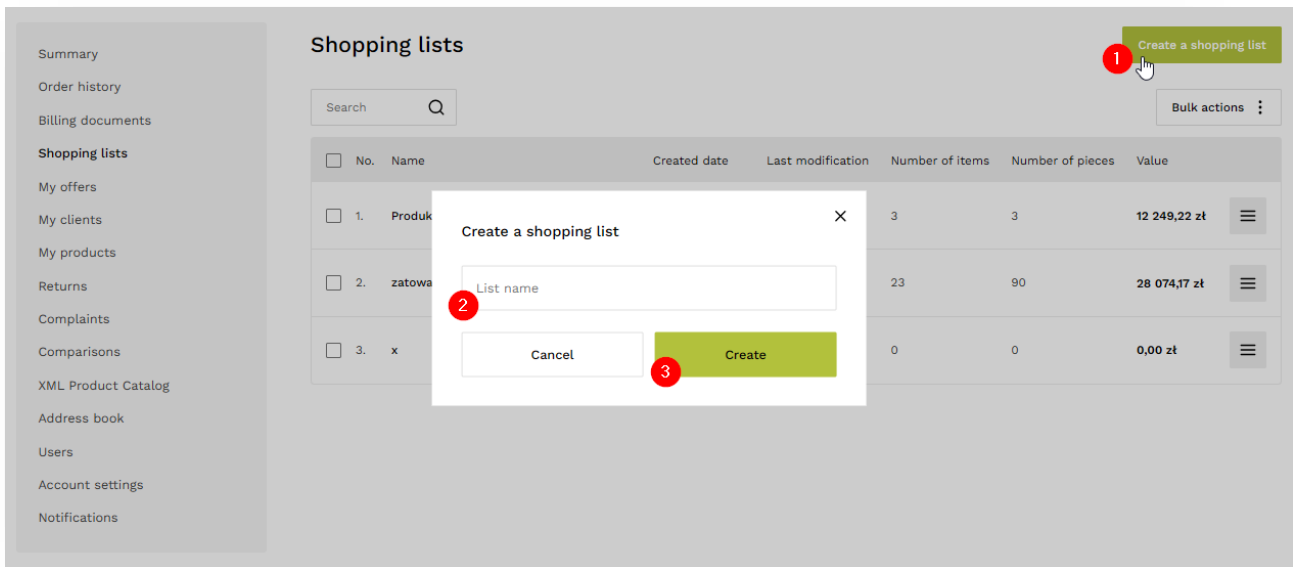
ⓘ You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FG/2025/07/00085 31.07.2025 Paid	Firmowa 12 62-023 Robakowo Poland	355,03 zł	2025-08-07

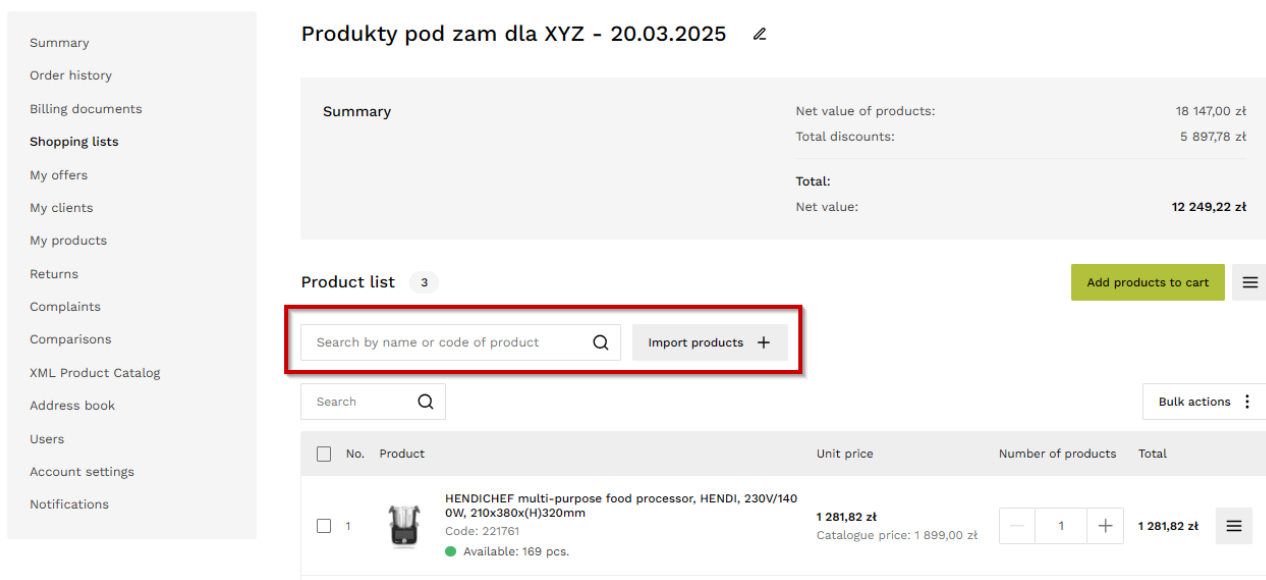
4. Shopping lists

If we have products that we frequently order or we have end customers for whom we often fulfill a similar set of products, we can use the option of purchasing lists. To create such a list, click

Create Shopping Lists, then provide a list name and click **Create**.



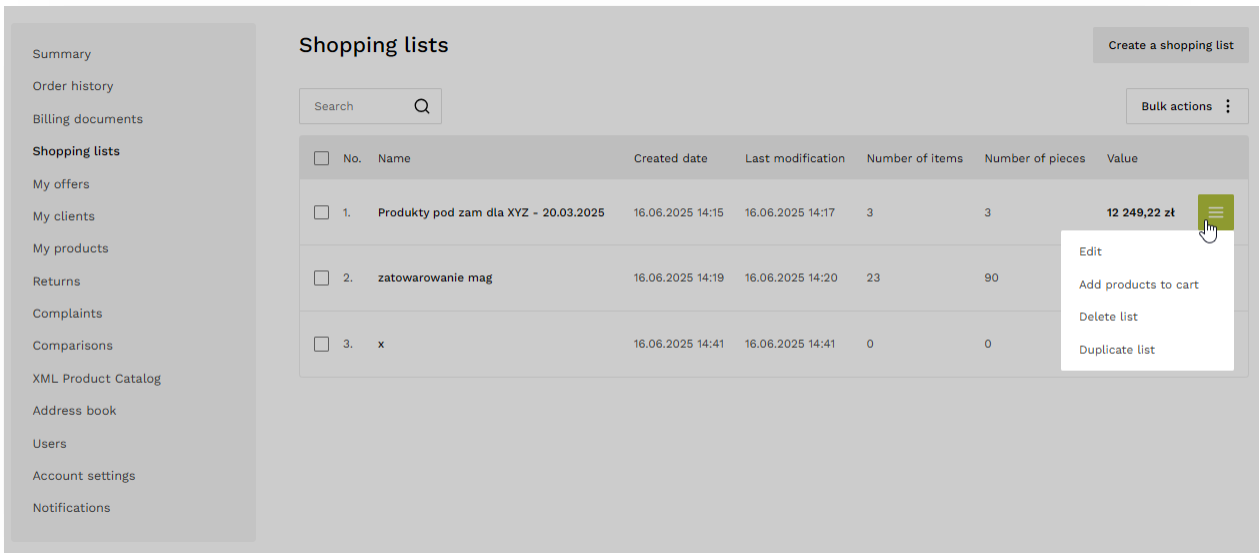
After creating the list, we will be taken to a page where we can add products using the search engine or importing products from a file.



The added products are automatically saved to the shopping list. To add products to the shopping cart, we click **Add products to cart**. We can add to the shopping cart all products from the list or only those which we have previously selected.

from the listing, we can manage our shopping lists by:

- **edit,**
- **add products to cart,**
- **duplicate list,**
- **delete list.**



Shopping lists

Create a shopping list

Search

Bulk actions ⋮

☐	No.	Name	Created date	Last modification	Number of items	Number of pieces	Value	
☐	1.	Produkty pod zam dla XYZ - 20.03.2025	16.06.2025 14:15	16.06.2025 14:17	3	3	12 249,22 zł	⋮
☐	2.	zastawienie mag	16.06.2025 14:19	16.06.2025 14:20	23	90		
☐	3.	x	16.06.2025 14:41	16.06.2025 14:41	0	0		

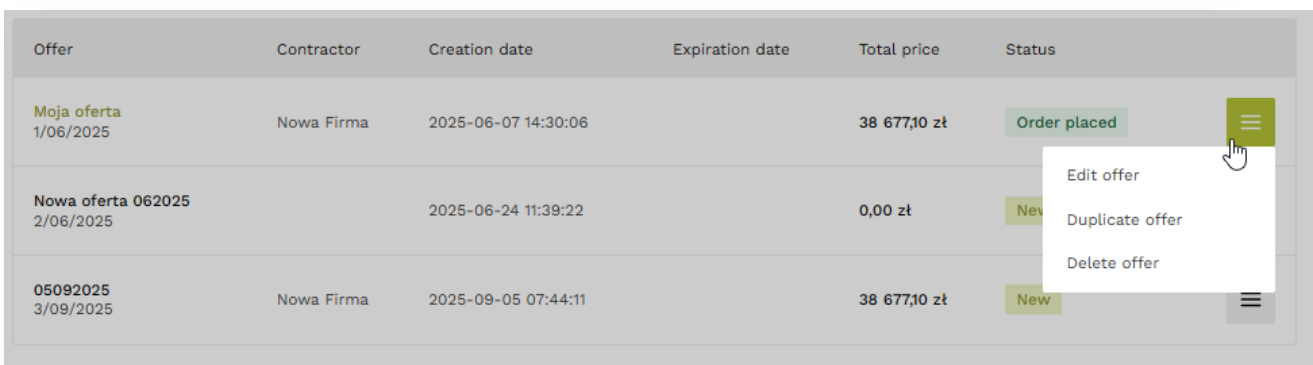
Context menu options:

- Edit
- Add products to cart
- Delete list
- Duplicate list

5. My offers

In this section we will find a list of all offers that have been created. Additionally, from this level we can upload **our company logo**, **create a new offer** (detailed instructions on [page 37](#)) and from the list we can:

- **Edit an offer**
- **Duplicate an offer**
- **Delete an offer**



Offer	Contractor	Creation date	Expiration date	Total price	Status	
Moja oferta 1/06/2025	Nowa Firma	2025-06-07 14:30:06		38 677,10 zł	Order placed	⋮
Nowa oferta 062025 2/06/2025		2025-06-24 11:39:22		0,00 zł	New	
05092025 3/09/2025	Nowa Firma	2025-09-05 07:44:11		38 677,10 zł	New	⋮

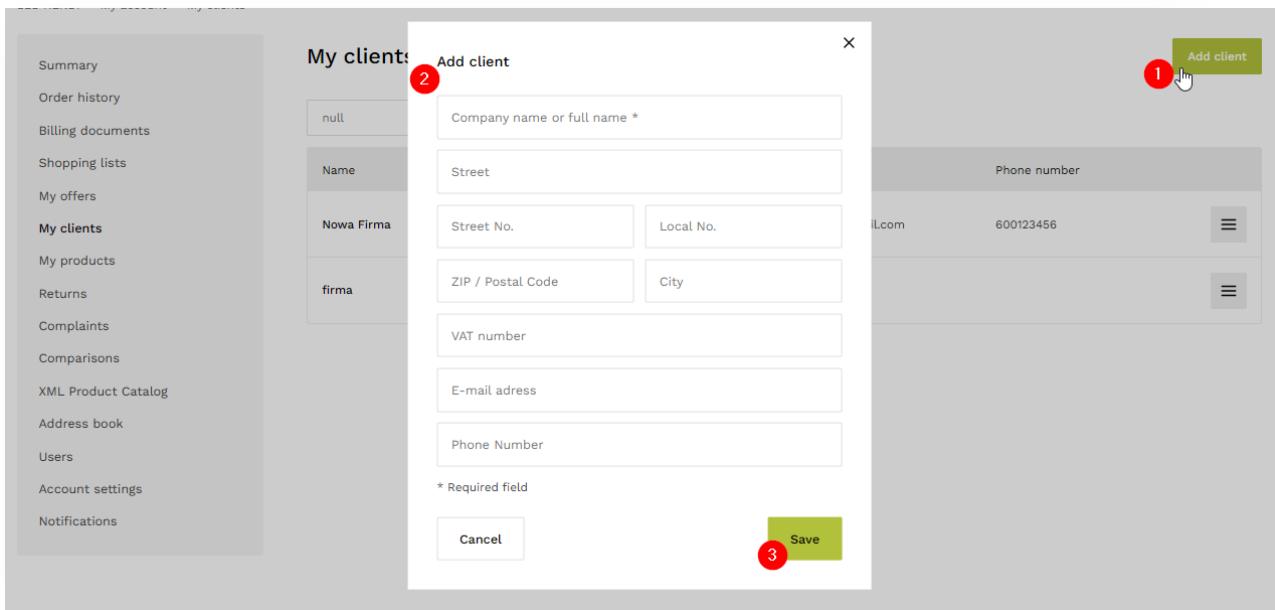
Context menu options:

- Edit offer
- Duplicate offer
- Delete offer

6. My clients

In order to prepare a full offer for our client, we need to add him to our client base in advance. This can be done while creating an offer or from the **My clients** section.

To add a new contractor from My Contractors, click **Add client**, then fill in the address information and click **Save**.

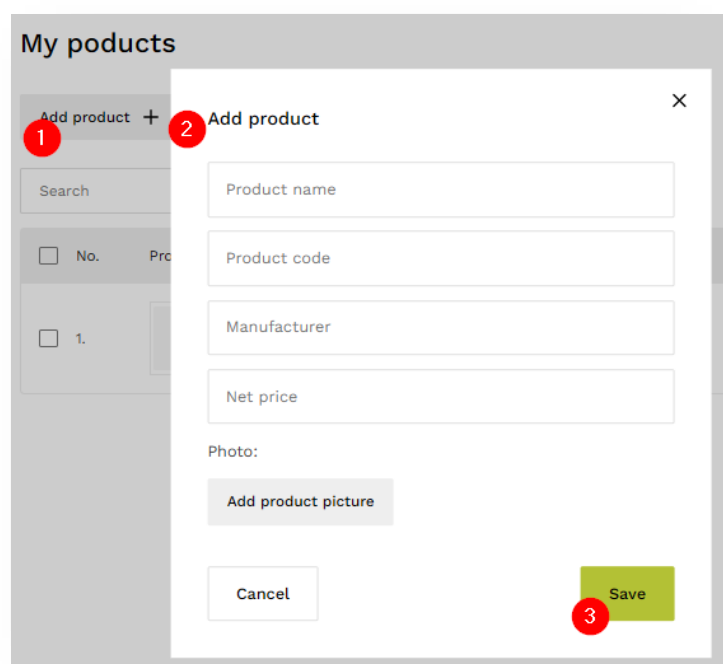


The screenshot shows the 'My clients' section of the HENDI interface. A modal window titled 'Add client' is open, allowing users to enter client details. The modal includes fields for 'Company name or full name *', 'Street', 'Street No.', 'Local No.', 'ZIP / Postal Code', 'City', 'VAT number', 'E-mail address', and 'Phone Number'. A red circle 1 points to the 'Add client' button in the top right corner of the 'My clients' section. A red circle 2 points to the 'Add client' modal window. A red circle 3 points to the 'Save' button at the bottom right of the modal. The background shows a sidebar with various menu items like 'Summary', 'Order history', 'Billing documents', 'Shopping lists', 'My offers', 'My clients', 'My products', 'Returns', 'Complaints', 'Comparisons', 'XML Product Catalog', 'Address book', 'Users', 'Account settings', and 'Notifications'.

7. My products

When building an offer for our customer, we can use HENDI products as well as our own products that come from our warehouse. We can add such products individually, product by product, or by importing a previously created .XLS/.CSV file.

To add products individually, you need to click **Add Product**, then fill in product data including photo and click **Save**.



The screenshot shows the 'My products' section of the HENDI interface. A modal window titled 'Add product' is open, allowing users to enter product details. The modal includes fields for 'Product name', 'Product code', 'Manufacturer', and 'Net price'. There is also a 'Photo:' section with an 'Add product picture' button. A red circle 1 points to the 'Add product' button in the top left corner of the 'My products' section. A red circle 2 points to the 'Add product' modal window. A red circle 3 points to the 'Save' button at the bottom right of the modal. The background shows a sidebar with various menu items like 'Summary', 'Order history', 'Billing documents', 'Shopping lists', 'My offers', 'My clients', 'My products', 'Returns', 'Complaints', 'Comparisons', 'XML Product Catalog', 'Address book', 'Users', 'Account settings', and 'Notifications'.

The second of the mentioned options is to import from an .XLS/.CSV file. However, in order for the products to be imported correctly, you first need to create an .XLS/.CSV file, in which you create two columns with:

- **Product code**
- **Product name**

	A	B	C	D	E	F
1	code	name				
2	MKF1121S	piec				
3	221761	XYZ				
4	208984	ABC				
5	471005	CBA				
6	507025	CD				
7						

If our file is ready to import then we click **Browse** and select our product file.

Import of products

×

Import an XLS or CSV file with your product list.

Browse

☐ The first row contains the column names

Separator

,

▼

A sign surrounding values

"

▼

Coding

UTF-8

▼

Cancel

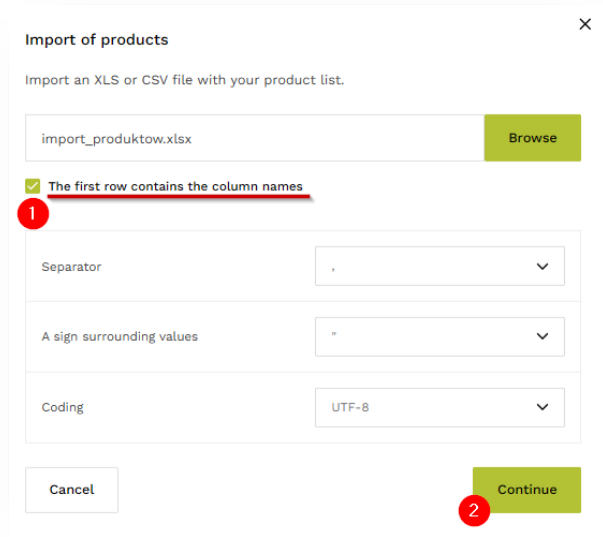
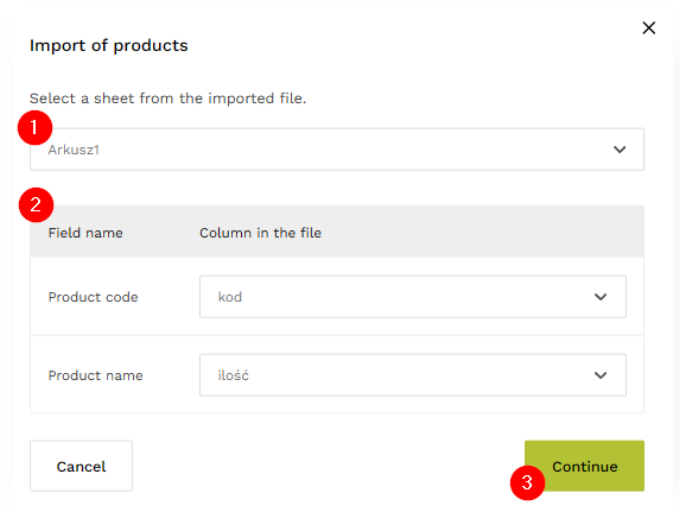
Continue

If in our file we have added the aisle of columns in the first row, we check the option

The first row contains the column names

and we click **Continue**.

On the next view, we point to the sheet from our imported file in which the data is located and check if the name of the fields is properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.

After performing the above steps, the products should be imported correctly and will be visible on the list in the my products section.

My products

Add product + Import products +

Search Polski ▼ PLN ▼ Bulk actions ⋮

☐	No.	Product	Net price	
☐	1.	 oven Manufacturer name: X Code: MKF511SKKPU	35 000,00 zł	
☐	2.	 2 Manufacturer name: OLIMP Code: 221761	11 000,00 zł	
☐	3.	 5 Manufacturer name: ALFA Code: 208984	1 234,00 zł	
☐	4.	 15 Manufacturer name: OMEGA Code: 471005	7 999,00 zł	
☐	5.	 10 Manufacturer name: OMEGA Code: 507025	499,00 zł	

8. Returns

The returns section has a list of requests with returned orders. We can filter the requests by request number, billing document number, requester, request date and status.

Summary
 Order history
 Billing documents
 Shopping lists
 My offers
 My clients
 My products
Returns
 Complaints
 Comparisons
 XML Product Catalog
 Address book
 Users
 Account settings
 Notifications

Returns

Report a return

ⓘ You can submit a refund request from the details of the billing document to which the refund applies. Go to [Billing documents](#)

Report number	Document No	Filing date	Reporter	Status
ZWR/PL/111117	FVAD/2025/01/00002	2025-06-26 09:36:34	B2B HENDI	New
ZWR/PL/111119	FVAD/2025/01/00002	2025-05-06 12:45:20	Rafał Krzemiński	New
ZWR/PL/111118	FG/2025/01/00039	2025-05-06 12:43:25	Rafał Krzemiński	New
ZWR/PL/111117	FVAD/2025/01/00002	2025-01-17 11:22:06	Rafał Krzemiński	New
ZWR/PL/111116	FVAD/2025/01/00002	2025-01-15 09:34:18	Rafał Krzemiński	New
ZWR/PL/111111	FVAD/2025/01/00002	2025-01-10 09:43:10	Rafał Krzemiński	New

By navigating to a selected ticket, we will find the product/products that have been returned.

Return no ZWR/PL/11119

Return number	Filing date	Reporter	Status
ZWR/PL/11119	2025-05-06 12:45:20	B2B HENDI	New

Products



Oven mitts, cotton - 2 pcs, HENDI, 2 pcs., (L)350mm
 Code: 556603
26,33 zł
 Return cause: Return
 Number of products: 1 para

From the list of submissions, we can also report a return. By clicking on the **Submit Return** button, we will be taken to the billing documents and only from there can you proceed with the return request. Full instructions on how to report a return of goods are on [page 42](#).

9. Complaints

The Complaints section has a list of complaint requests. We can filter the claims by claim number, billing document number, submitter, claim date and status.

Summary
 Order history
 Billing documents
 Shopping lists
 My offers
 My clients
 My products
 Returns
Complaints
 Comparisons
 XML Product Catalog
 Address book
 Users
 Account settings
 Notifications

Complaints

You can submit a complaint from the details of the billing document to which the complaint relates. Go to [Billing documents](#)

Report number	Document No	Filing date	Reporter	Status
RMA/PL/111149	FG/2025/06/00031	2025-08-28 12:47:38	B2B HENDI	New
RMA/PL/111148	FG/2025/07/00048	2025-08-28 09:06:23	B2B HENDI	New
RMA/PL/111146	FG/2023/10/00012	2025-08-25 09:26:43	B2B HENDI	New
RMA/PL/111145	FG/2023/10/00012	2025-08-25 09:26:42	B2B HENDI	New
RMA/PL/111144	FG/2023/10/00012	2025-08-25 09:26:40	B2B HENDI	New

Moving to a selected ticket, we will find the details of the reporting person and the address of the product location.

Complaint No. RMA/PL/111122

Complaint Number RMA/PL/111122	Filing date 2025-06-26 13:04:21	Reporter B2B HENDI	Status New
-----------------------------------	------------------------------------	-----------------------	---------------

Applicant's details
 Rafał Krzemiński
 test 2 2
 02-097 Test
 Poland
 Tax Identification Number: 00032165498
 Tel.: 6023456789

 Bank account number for refund

Product location
 Rafał Krzemiński
 test 2 2
 02-097 Test
 Poland
 Tax Identification Number: 00032165498
 Tel.: 6023456789

For full instructions on how to report a claim for goods, see [page 44](#).

10. Comparisons

In the comparisons section we can compare products in terms of technical data.

Visible 1-2 from 2 products	 Convection steam oven with grill 4x GN 2/3, HENDI, Light...	 Convection oven H90, HENDI, 62L, 230V/2670W,....
☒ Show differences		

In order to compare the products, we have to add them from the list or product card level, by clicking the button with three horizontal dashes and choosing **Compare/Add to compare**.

Ovens, oven trays

206

Pots & pans gn containers 811

Knives, kitchen tools 1218

Ice cream pastry 366

Food Processing 353

Vacuum packing 119

Show more

Ovens, oven trays

168

Stand for convection steam oven with grill 4x GN 2/3,...

Code: 224823

809,32 zł

Catalogue price: 1 199,00 zł

● Available: 4 szt

● Selected store: 0 szt.

- 1 +

Add to cart

Convection steam oven with grill 4x GN 2/3, HENDI, Ligh...

Code: 225929

809,32 zł

Catalogue price: 1 199,00 zł

● Available: 20 szt

● SKLEP HENDI WARSZAWA: 0 szt.

Check availability in other stores

- 1 +

Add to cart

HENDI, Light

230V/3000W, 625x585x(H)590mm

Available: 20 szt

SKLEP HENDI WARSZAWA: 0 szt.

Check availability in other stores

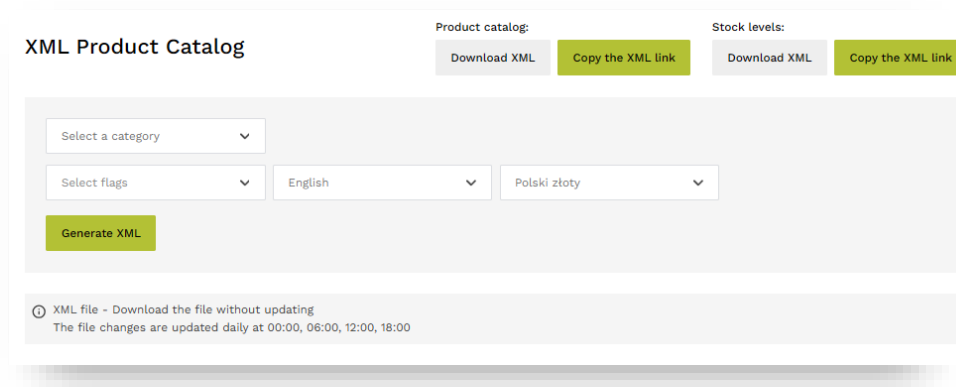
Nearest delivery date:

- 19.09.2025 (10 pcs.)
- 21.10.2025 (9 pcs.)
- 21.11.2025 (10 pcs.)

11. XML product catalog

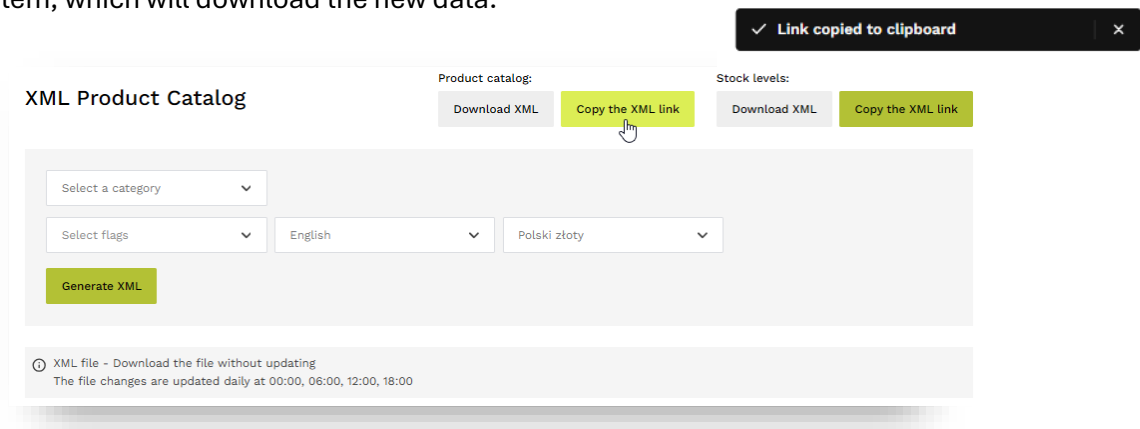
From the level of this section, we can download data with products and their inventory in the form of an XML file. An additional option is to copy a direct link to view the data from a web browser, or to pass the link to your own store system to automatically update the data.

To generate a new XML file, click **Generate XML** and wait until a window appears with the with a choice of where to save the file.



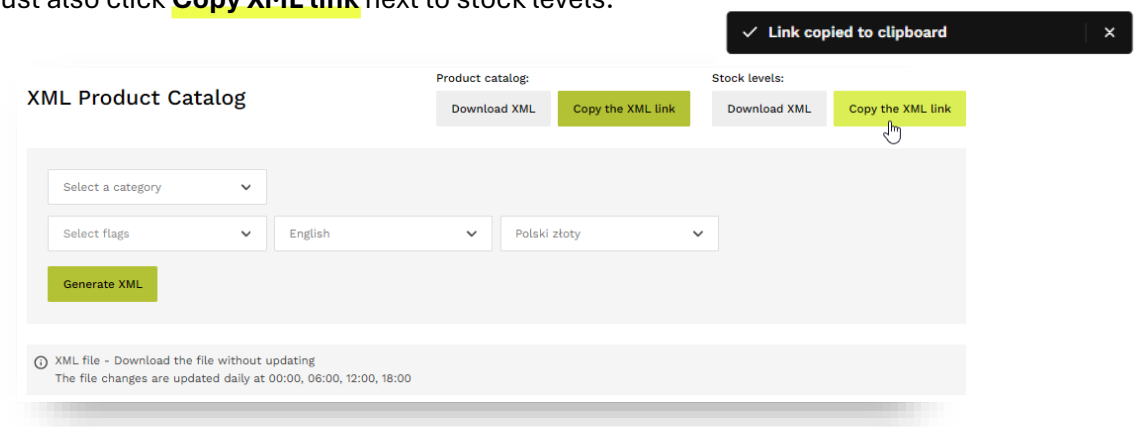
The screenshot shows the 'XML Product Catalog' interface. At the top, there are two sections: 'Product catalog:' and 'Stock levels:'. Each section has a 'Download XML' button and a 'Copy the XML link' button. Below these, there are three dropdown menus: 'Select a category', 'Select flags', and 'Polski złoty'. A green 'Generate XML' button is located below the dropdowns. At the bottom, there is a notification bar that says: 'XML file - Download the file without updating. The file changes are updated daily at 00:00, 06:00, 12:00, 18:00'.

To obtain a link to the XML file with products and stock levels, click **Copy XML link**. You will receive a notification confirming that the link has been copied. You can then paste the link into your browser or into your store system, which will download the new data.



This screenshot is similar to the previous one, but it includes a dark notification bar at the top right that says '✓ Link copied to clipboard'. A mouse cursor is shown clicking on the 'Copy the XML link' button under the 'Product catalog:' section. The rest of the interface remains the same.

However, if our system is configured to download data from two files - separately for products and stock levels - you must also click **Copy XML link** next to stock levels.



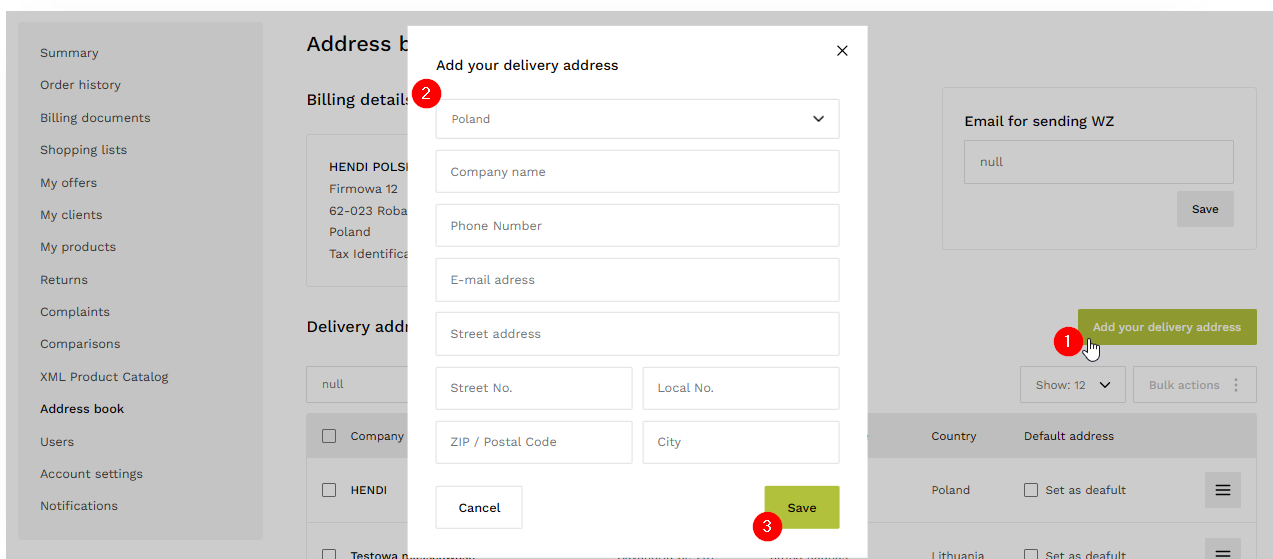
This screenshot shows the 'XML Product Catalog' interface with both 'Copy the XML link' buttons highlighted. A mouse cursor is shown clicking on the 'Copy the XML link' button under the 'Stock levels:' section. A dark notification bar at the top right says '✓ Link copied to clipboard'. The rest of the interface is identical to the previous screenshots.

12. Address book

In the address book you will find delivery and pickup addresses. Additionally, from this level we can:

- add new delivery addresses
- set the default delivery address
- set the default email address for sending WZ documents (delivery notes)
- add a new pickup address

To add a new delivery address, click **Add delivery address**, then fill in the data and click **Save**.



Add your delivery address

Poland

Company name

Phone Number

E-mail address

Street address

Street No. Local No.

ZIP / Postal Code City

Cancel Save

To set the default delivery address, select the **Set as default** option next to the appropriate address.

Delivery addresses Add your delivery address

hendi

☐ Company name	Address	ZIP / Postal Code	Country	Default address	
☐ HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ	Firmowa 12	62-023 Robakowo	Poland	☒ Set as default	Menu

With the option above, when placing an order, we will always see the selected address in the delivery address field.

Delivery and payment

Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ
ODPOWIEDZIALNOŚCIĄ

CLEVER

Firmowa 12
62-023 Robakowo, Poland
Tel.: 616587000

Edit

☐ Select different delivery address
☐ Add new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ
ODPOWIEDZIALNOŚCIĄ
Firmowa 12
62-023 Robakowo, Polska
7792270344

However, if you want to select/add a delivery address for each order, you must **deselect** the default address option.

Delivery and payment

Select delivery address

☒ Select different delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ...

CLEVER

Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000

Edit

☐ Add new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ
ODPOWIEDZIALNOŚCIĄ
Firmowa 12
62-023 Robakowo, Polska
7792270344

To set the default email address for sending delivery note documents in PDF, enter the email address in **the Email for sending WZ field**.

Address book

Billing details

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
Firmowa 12
62-023 Robakowo
Poland
Tax Identification Number: 7792270344

Email for sending WZ

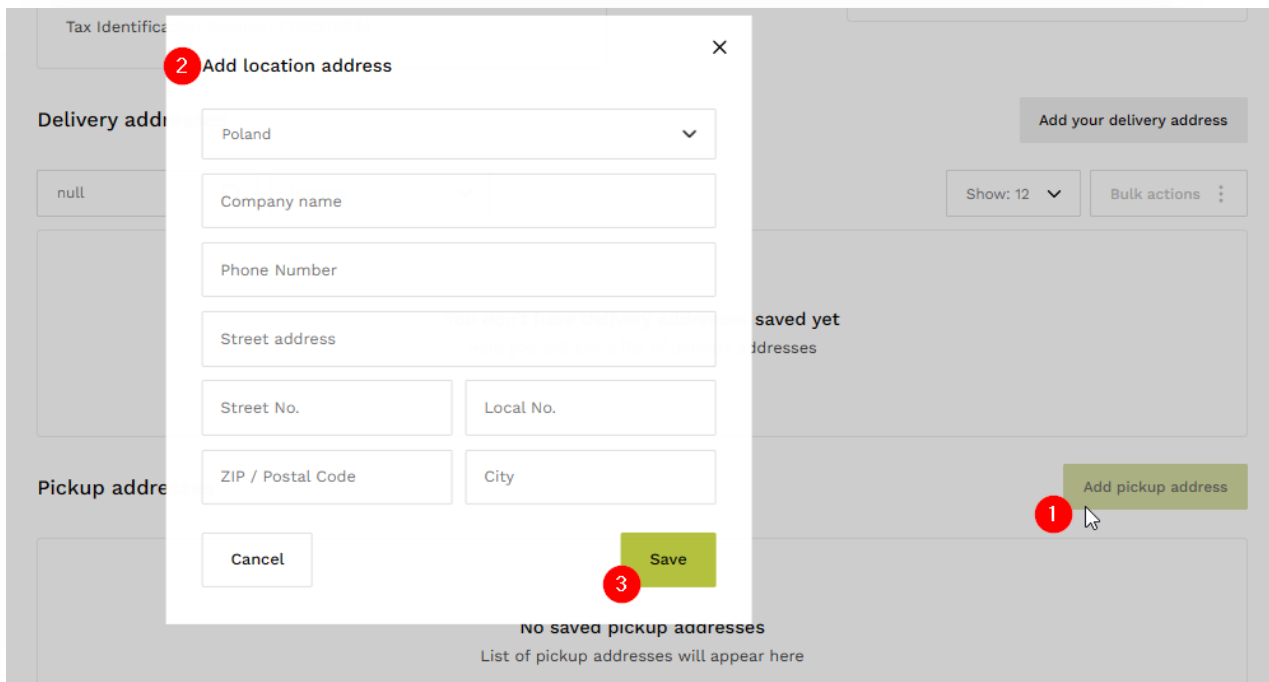
Email address

Save

This means that when placing an order, the email address for sending the WZ document will be automatically filled in.

22

To **add a new goods pickup address**, go to the bottom of the page and click **Add pickup address**. Then complete the address details and click **Save**.



The screenshot displays the HENDI interface with a modal window titled "Add location address" (marked with a red circle 2) open over the "Pickup address" section. The modal contains the following fields:

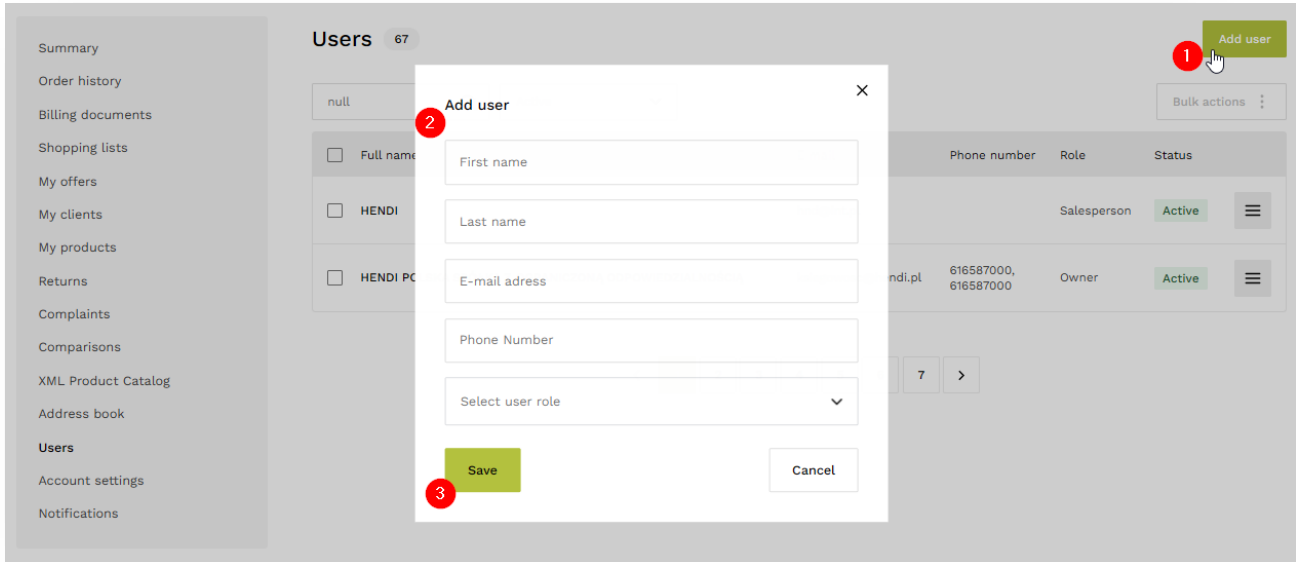
- Country: Poland (dropdown menu)
- Company name
- Phone Number
- Street address
- Street No. and Local No. (split fields)
- ZIP / Postal Code and City (split fields)
- Buttons: Cancel and Save (marked with a red circle 3)

In the background, the "Add pickup address" button (marked with a red circle 1) is visible in the bottom right corner of the page. The page also shows a "Delivery address" section and a "No saved pickup addresses" message.

13. Users

From this section, we can add new users and edit already created accounts.

To add a new user, click **Add user**, then enter the user's data and assign the appropriate role.



The screenshot shows the 'Users' management section of the HENDI application. A modal window titled 'Add user' is open, allowing the user to enter details for a new user. The modal contains the following fields:

- First name
- Last name
- E-mail address
- Phone Number
- Select user role (dropdown menu)

At the bottom of the modal are 'Save' and 'Cancel' buttons. In the background, a table lists existing users with columns for Phone number, Role, and Status. The table shows two users: a Salesperson and an Owner, both with 'Active' status.

Available user roles:

- **Owner / Manager** - full access
- **Viewer** - access to the list of products and purchase lists
- **Accountant** - available only to billing documents
- **Salesperson** - access to the list of products and their availability and prices, only has access to his orders, no access to billing documents
- **Offer** - access to the list of products, without prices and commercial and billing documents

14. Account settings

In this section we have information about our account. It is possible to change the data and password for the account.

15. Notifications

In the notifications section, we have the option to enable/disable receiving an email notification when a status change is made for orders and return and claim requests. Simply flip the switch next to the notification in question to enable/disable it.

Summary

Order history

Billing documents

Shopping lists

My offers

My clients

My products

Returns

Complaints

Comparisons

XML Product Catalog

Address book

Users

Account settings

Notifications

Notifications

Notifications about order status changes

☒

New

☐

In progress

☐

Label created

☐

Shipped

☐

Completed

☐

Cancelled

☐

Paid

☐

Prepared

☐

Closed

Save

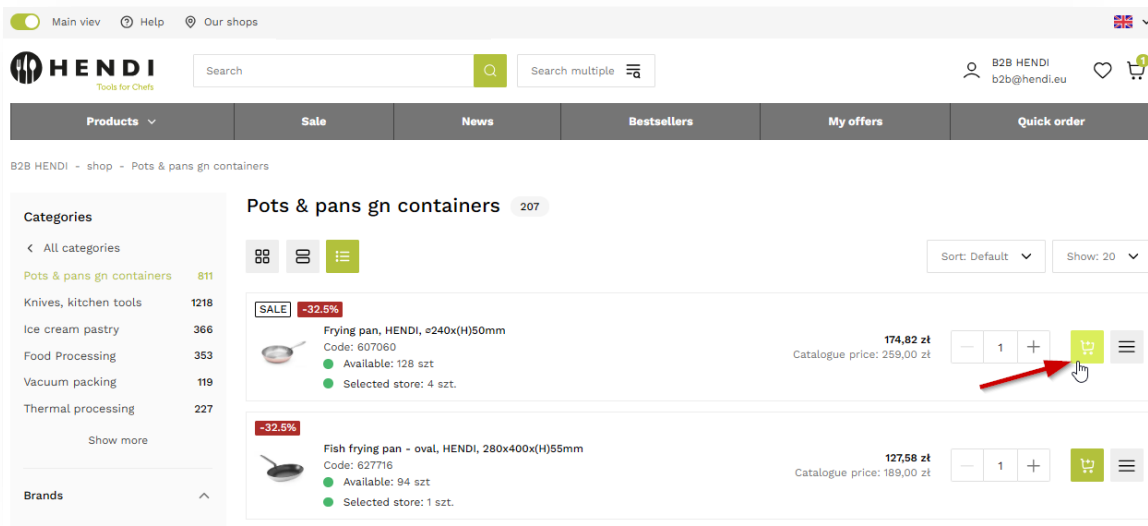


Creating orders

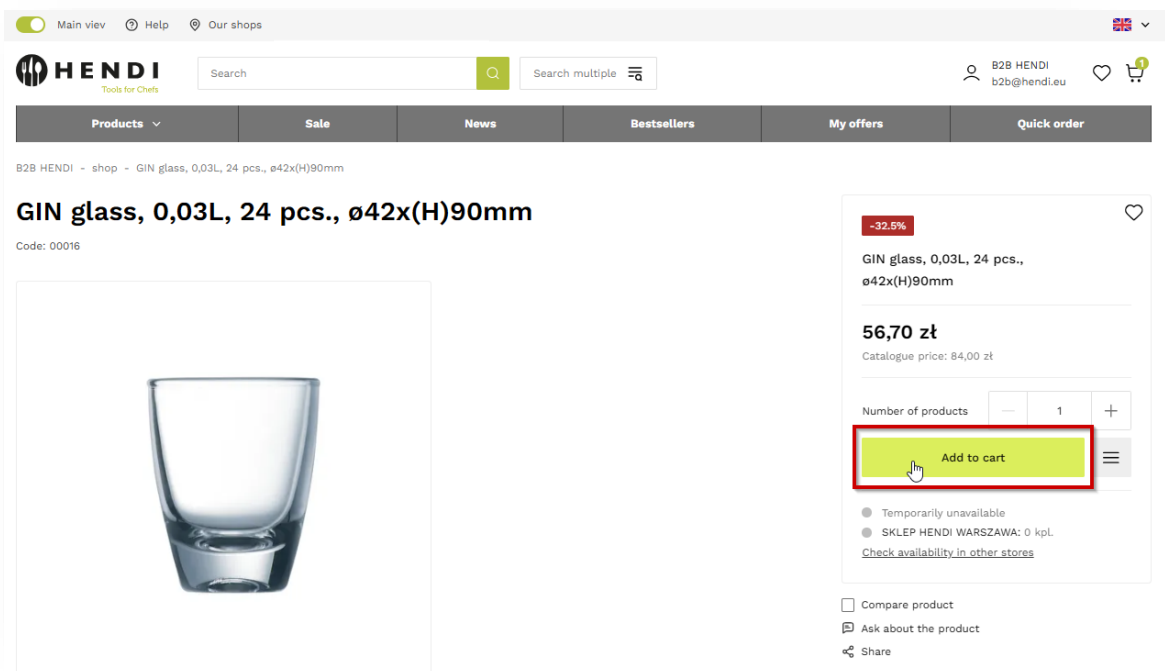
1. Adding products to the cart

Adding products to the shopping cart is possible from:

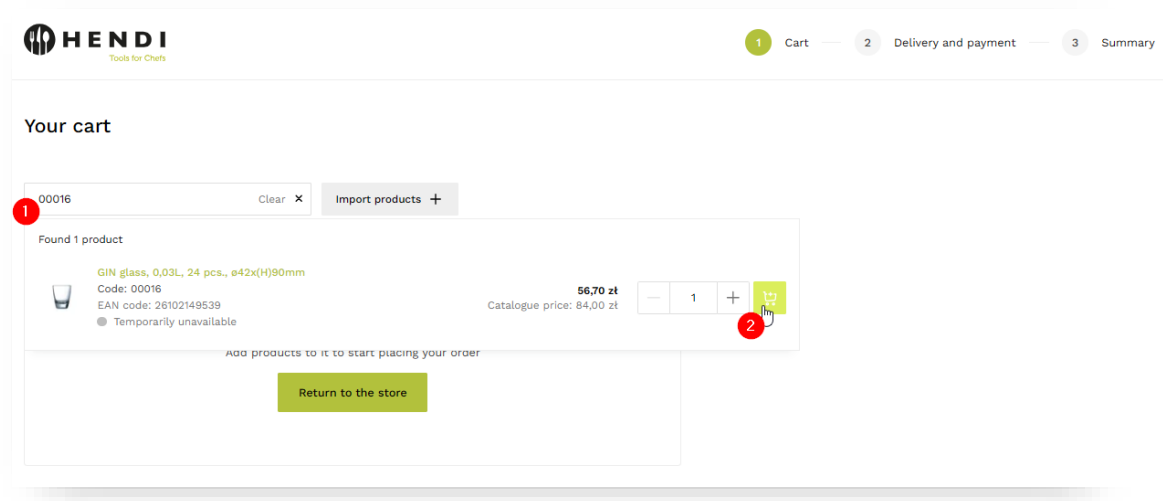
A. product listing



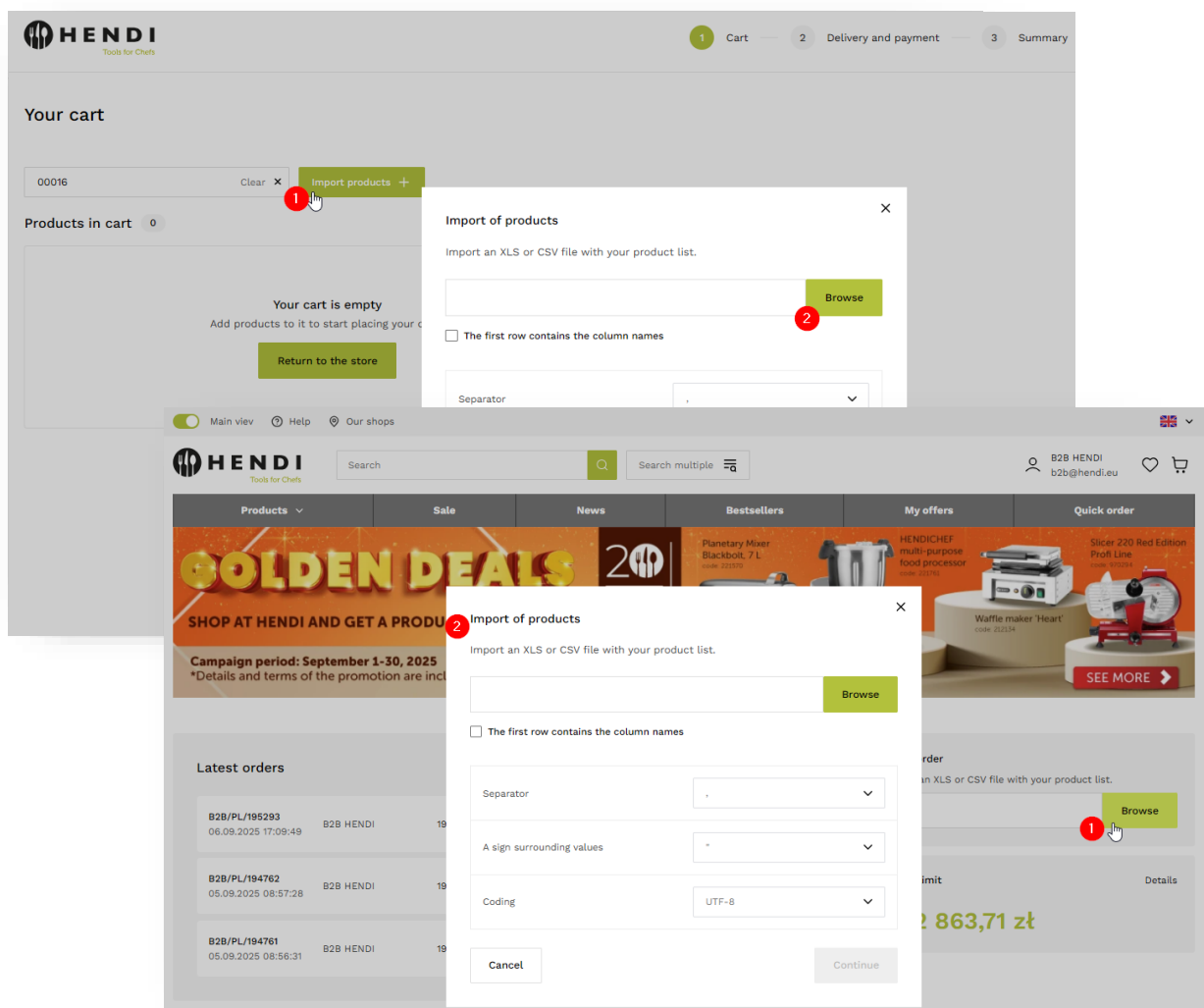
B. product card



C. cart



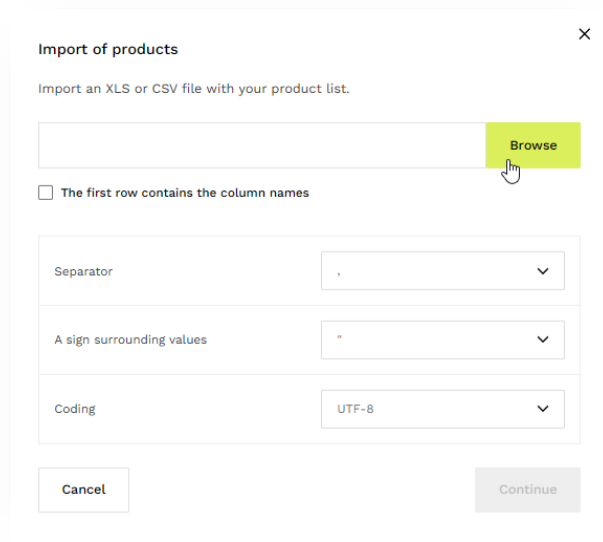
D. An additional option is to import a ready-made .xls/.csv file from either the shopping cart or homepage level



In order for the products to be correctly imported into the shopping cart, you first need to create an .xls/.csv file, in which you create two columns with the product code and the quantity you want to add to the cart. For example, we can call the columns "code" and "quantity".

	A	B
1	kod	ilość
2	MKF511SKKPU	2
3	221761	2
4	208984	5
5	471005	15
6	507025	10

From the shopping cart or home page, we click **Browse** and select our previously saved file.



Import of products

Import an XLS or CSV file with your product list.

Browse

☐ The first row contains the column names

Separator: ▼

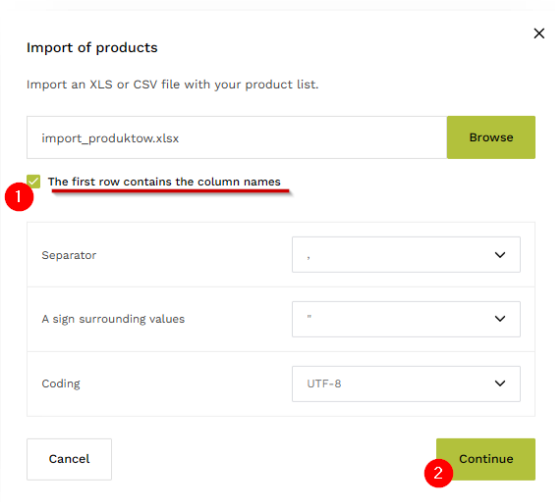
A sign surrounding values: ▼

Coding: ▼

Cancel **Continue**

If in our file we have added a column aisle in the first row, we check the option **The first row contains the column names** and we click **Continue**.

On the next view, we point to the sheet from our imported file in which the data is located and check if the field names are properly mapped with the columns in our file. If everything agrees then we click **Continue** and wait for the products to be imported.



Import of products

Import an XLS or CSV file with your product list.

Browse

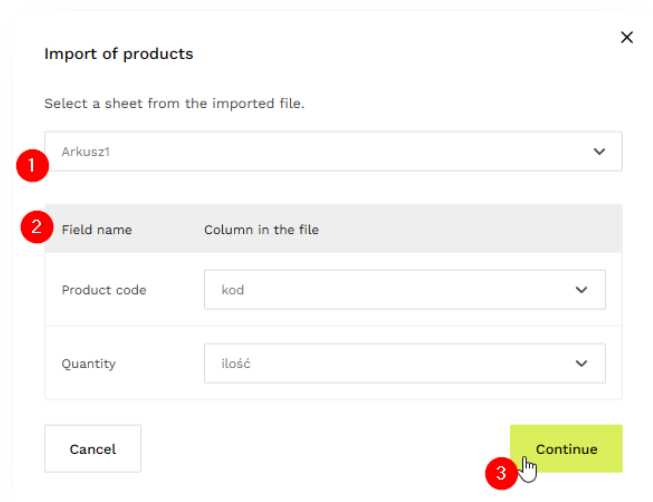
1 ☒ The first row contains the column names

Separator: ▼

A sign surrounding values: ▼

Coding: ▼

2 **Cancel** **Continue**



Import of products

Select a sheet from the imported file.

1 ▼

2

Field name	Column in the file
Product code	kod ▼
Quantity	ilość ▼

3 **Cancel** **Continue**

Before importing the products into the shopping cart, we will receive a page from the importer where we will see a list with our products.

From the received list we can remove selected products or change their quantity. Addition, we can **cancel** the entire list or, if everything is correct, **Add products to the cart**.

Quick order

Imported products 32

Import products +

Bulk actions ⋮

☐	No.	Product	Price (Netto)	Discount	Number of products	Together	
☐	1.	 Automatic coffee machine One Touch, HENDI, Silver, 230V/1400W, 302x450x(H)370mm Code: 208984 Available: 61 pcs.	2 969,32 zł 4 399,00 zł	-32.5%	- 5 +	14 846,60 zł	x Delete
☐	2.	 HENDICHEF multi-purpose food processor, HENDI, 230V/1400W, 210x380x(H)320mm Code: 221761 Available: 171 pcs. Nearest delivery date: 21.11.2025 (97 pcs.) 04.01.2026 (282 pcs.)	1 281,82 zł 1 899,00 zł	-32.5%	- 2 +	2 563,64 zł	x Delete
☐	3.	 Chafing dish Gastronorm 1/1, HENDI, Kitchen Line, 9L, 685x385x(H)315mm Code: 471005 Available: 151 pcs. Nearest delivery date: 30.11.2025 (69 pcs.) 28.12.2025 (39 pcs.)	195,08 zł 289,00 zł	-32.5%	- 15 +	2 926,20 zł	x Delete

Import summary

Product value (net): 20 687,44 zł

Add products to cart

Cancel

After clicking **Add products to cart**, we will be taken to the cart with the products we selected.

2. Division of orders into available, out of stock and unavailable products in a given country

The order can be divided into up to 3 parts due to the products:

- **Available** - products available in our stock
- **Missing** - products that we currently do not have in stock (/BR)
- **Unavailable in a given country** - products that are not available for sale in a given country (/CSR)

The relevant information will appear in the shopping cart:

Your cart

ⓘ Your cart contains products that are unavailable in your country

ⓘ Your cart contains products that are currently out of stock

Select one option below for products available in your country:

☐ I want to order only products available in stock

☐ I want to order both available and unavailable products

Choose order options for products unavailable in your country:

☐ I don't want to order products unavailable in my country. I'm ordering only those available in my country

☒ I want to order products unavailable in my country - only those in stock

☐ I want to order products unavailable in my country - both in stock and out of stock

Addition, the products can be seen in one table

Products in cart 3

☐	No.	Product	Price (Netto)	Discount	Number of products	Together	
☐	1.	 Lava rocks - fine, HENDI, box Code: 152706 ● Available: 165 pcs.	5,58 € 9,30 €	-40%	- 1 +	5,58 €	X Delete
☐	2.	 Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 ● Unavailable: Missing 1 pcs. Nearest delivery date: 10.09.2025 (4 pcs.)	1056,00 € 1760,00 €	-40%	- 1 +	1056,00 €	X Delete
☐	3.	 Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 51 pcs.	71,40 € 119,00 €	-40%	- 1 +	71,40 €	X Delete

ⓘ This product is not available for purchase in your country. Please contact your sales representative.

and in separate sections "XY"

Products available in stock 1

Order processed immediately

Summary **Quantity of products**
 Order value (net): 5,58 € 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Lava rocks - fine, HENDI, box EAN code: 152706 Available: 165 pcs.	5,58 € 9,30 €	-40%	1	5,58 €

Products out of stock 1

BR Order - order placement with later fulfillment date

Summary **Quantity of products**
 Order value (net): 1056,00 € 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm EAN code: 201619 Unavailable: Missing 1 pcs.	1056,00 € 1760,00 €	-40%	1	1056,00 €

Products unavailable in your country - available in stock 1

Order "XY" Purchase of following products is not possible in your country. Contact your sales representative

Summary **Quantity of products**
 Order value (net): 71,40 € 1 pcs.

Hide products

No.	Product	Price (Netto)	Discount	Number of products	Together
1.	 Purity C 300 filter, Brita, 125x119x(H)466mm EAN code: 102826 Available: 51 pcs.	71,40 € 119,00 €	-40%	1	71,40 €

Before proceeding to the rest of the order, we need to choose what we want to do with our products

Your cart

 You have overdue invoices. You can only reserve products until you pay your invoices

[See invoices](#)

 Your cart contains products that are unavailable in your country

 Your cart contains products that are currently out of stock

Select one option below for products available in your country:

- ☐ I want to order only products available in stock
☐ I want to order both available and unavailable products

Choose order options for products unavailable in your country:

- ☐ I don't want to order products unavailable in my country. I'm ordering only those available in my country
☒ I want to order products unavailable in my country - only those in stock
☐ I want to order products unavailable in my country - both in stock and out of stock

Then we click **Go to order**

Search from the list 

Bulk actions 

☐	No.	Product	Price (Netto)	Discount	Number of products	Together	
☐	1.	 Lava rocks - fine, HENDI, box Code: 152706 ● Available: 165 pcs.	5,58 € 9,30 €	-40%	- 1 +	5,58 €	x Delete
☐	2.	 Pasta machine, HENDI, 230V/370W, 300x550x(H)540mm Code: 201619 ● Unavailable: Missing 1 pcs.	1056,00 € 1760,00 €	-40%	- 1 +	1056,00 €	x Delete
☐	3.	 Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 50 pcs.	71,40 € 119,00 €	-40%	- 1 +	71,40 €	x Delete

 This product is not available for purchase in your country. Please contact your sales representative.

Summary

Product value (net): 1132,98 €
 Delivery cost: 0,00 €
 Payment cost: 0,00 €

To pay:
 Order value (net): 1132,98 €

Discount code

Go to order

 Free delivery

3. Delivery and payment method

After adding the products, we move to the next step, where we choose:

- A. delivery address
- B. delivery method
- C. payment method

Delivery and payment

A Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ CLEVER

Firmowa 12

62-023 Robakowo, Poland

Tel.: 616587000 Edit

☐ Select different delivery address

☐ Enter new delivery address

Select billing data

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ

Firmowa 12

62-023 Robakowo, Poland

7792270344

Summary

Product value (net):	2 696,58 zł
Delivery cost:	0,00 zł
Payment cost:	0,00 zł

To pay:

Order value (net):	2 696,58 zł
--------------------	-------------

Continue

B Select delivery method

Courier

Personal collection from Hendi's headquarters

C Select payment method

Bank transfer 7 days

Cash on delivery

Enter cash on delivery amount

zł

If a default delivery address has been set in the address book, we can change it by clicking **Select different delivery address** and then select an address from the list or use the search engine.

Search for an address by typing in the search field:
company name/name/name/street/city/postal code

Select delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ CLEVER

Firmowa 12

62-023 Robakowo, Poland

Tel.: 616587000 Edit

☒ Select different delivery address

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ

Firmowa 12, 62-023 Robakowo, Poland, Tel.: 616587000

Search

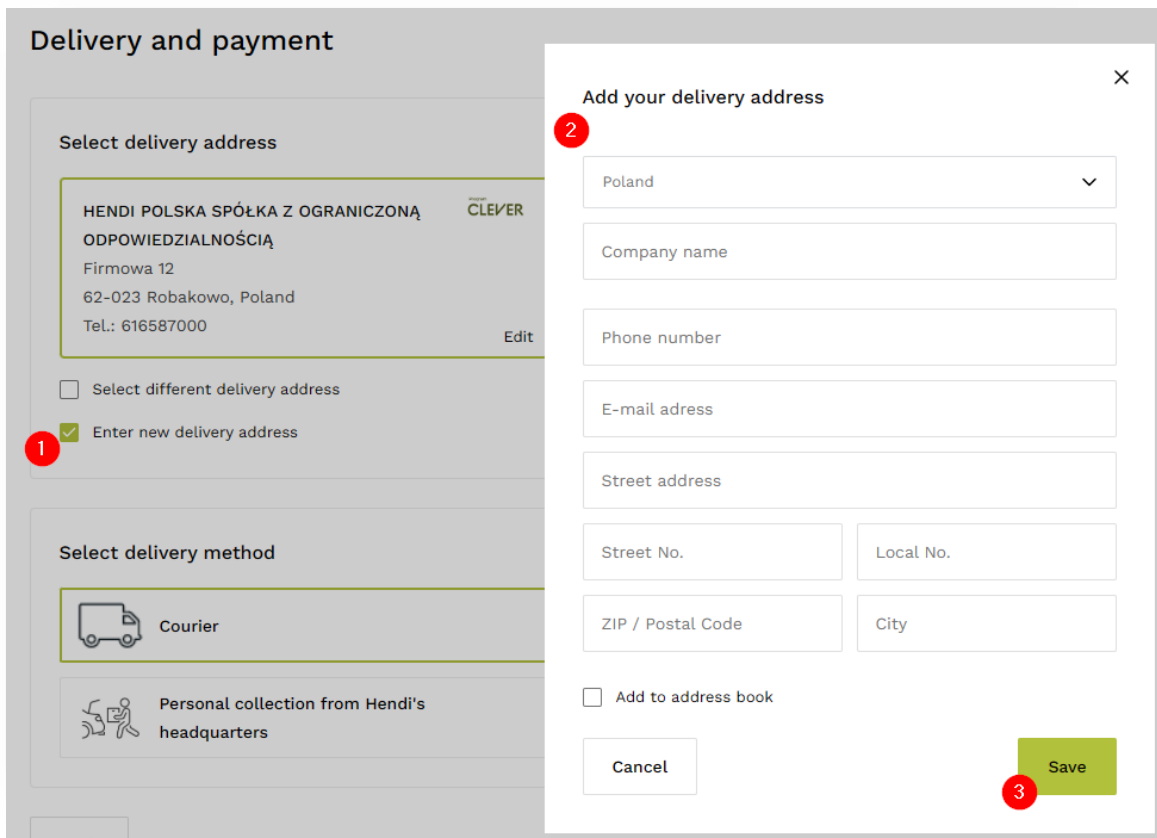
Test Jan kowalski

Testowa 1, 22-001 Brak, Polska, Tel.: 500123456

Testowa miejscowość

Savanorių pr. 201, 50193 Kaunas, Litwa, Tel.: 601123456

To add a new delivery address, click **Enter new delivery address**, fill in the address data and save. After saving the data, the shipping address will be substituted.



The screenshot shows the 'Delivery and payment' section of a web interface. On the left, under 'Select delivery address', there is a list of addresses. The first address is highlighted with a green border and a red circle with the number '1' next to the 'Enter new delivery address' checkbox. Below this, under 'Select delivery method', the 'Courier' option is selected with a green border. On the right, a modal window titled 'Add your delivery address' is open. It contains several input fields: a dropdown for 'Poland' (marked with a red circle '2'), 'Company name', 'Phone number', 'E-mail address', 'Street address', 'Street No.', 'Local No.', 'ZIP / Postal Code', and 'City'. At the bottom of the modal, there is an 'Add to address book' checkbox and two buttons: 'Cancel' and 'Save' (marked with a red circle '3').

If you want the new delivery address to be saved in your address book, you must also select the **Add to address book** option.

4. Summary

Going to the summary, we can see the delivery address, shipping method and payment method we selected earlier.

Summary

Delivery address Change
 HENDI POLSKA SPÓŁKA Z OGRANICZONĄ
 ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo, Poland
 Tel.: 616587000

Billing data Change
 HENDI POLSKA SPÓŁKA Z OGRANICZONĄ
 ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo, Poland
 7792270344

Delivery method Change
 Courier

Payment method Change
 Bank transfer 7 days

Summary
 Product value (net): 5 687,57 zł
 Delivery cost: 0,00 zł
 Payment cost: 0,00 zł

To pay:
 Order value (net): 5 687,57 zł

Order

 Free delivery

Addition, we can specify:

Additional information - a place to enter information for the store staff

Information for the courier - a place to enter information for the courier

Custom order number - fill in when you want your order to be signed with some unique number

Email for WZ shipment - enter the email address to which the WZ document will be sent

Additional info

Note for courier

Custom order number

Email for sending WZ

Clear

If all the entered data are correct and we have entered additional information, we click **Order**, which finishes the ordering process.

Summary

Delivery address Change HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland Tel.: 616587000	Billing data Change HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo, Poland 7792270344
Delivery method Change  Courier	Payment method Change  Bank transfer 7 days

Summary

Product value (net): 5 687,57 zł
 Delivery cost: 0,00 zł
 Payment cost: 0,00 zł

To pay:
 Order value (net): 5 687,57 zł

Discount code Activate

Order

 Free delivery

5. Order confirmation

As an order confirmation you will see an appropriate message with the order number included. If, at the same time, we ordered a product which is not in stock (NONE) or which we cannot buy in the given country, we will also receive a notification here.



Thank you for placing the orders

We have sent confirmation of your orders along with details to your email address.

Order number:	B2B/PL/196904
Order status:	New
Payment method:	Bank transfer 7 days
Delivery method:	Courier

Do you have questions?

 +48 61 658 70 00

 b2b@hendi.com

BR Order - contains currently unavailable products. We will notify you when the products arrive and will continue processing your order.

Order number:	B2B/PL/196905/BR
Order status:	New
Payment method:	Bank transfer 7 days
Delivery method:	Courier

Do you have questions?

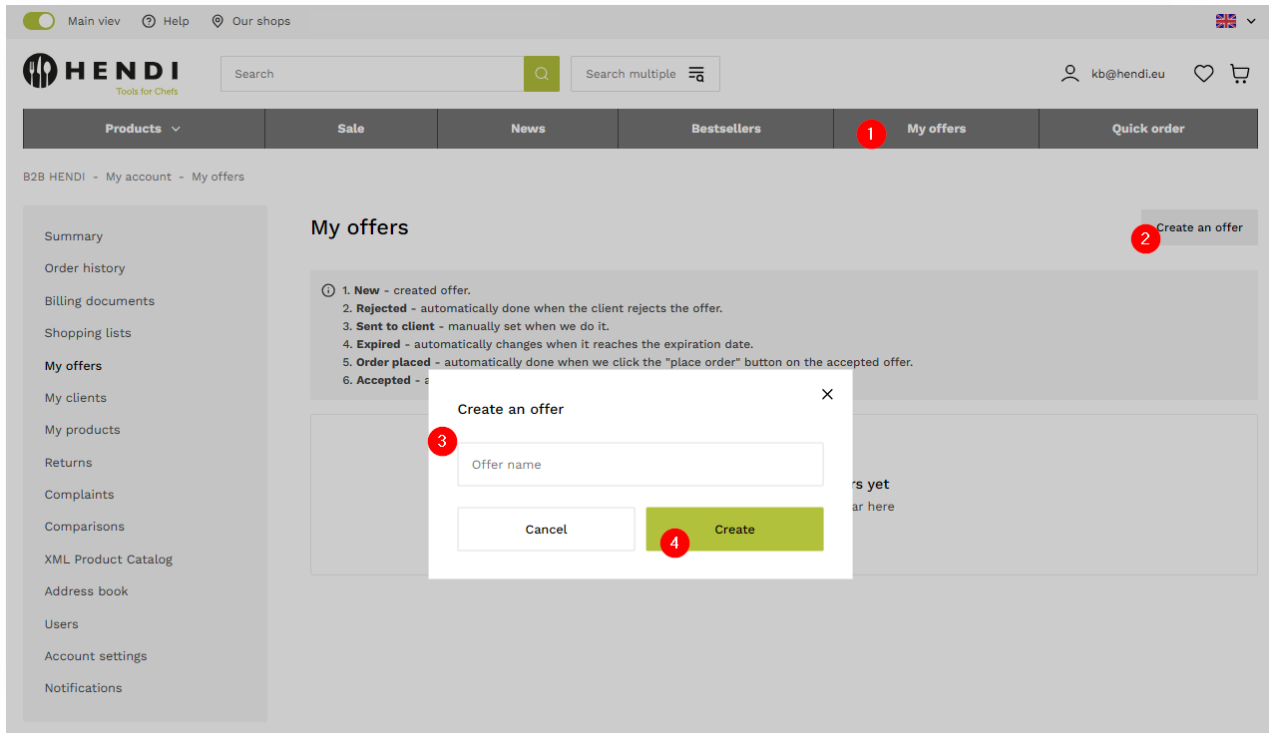
 +48 61 658 70 00

 b2b@hendi.com

In addition, an order confirmation will be sent to the email address assigned to your account. The same confirmation is received by the HENDI account manager.

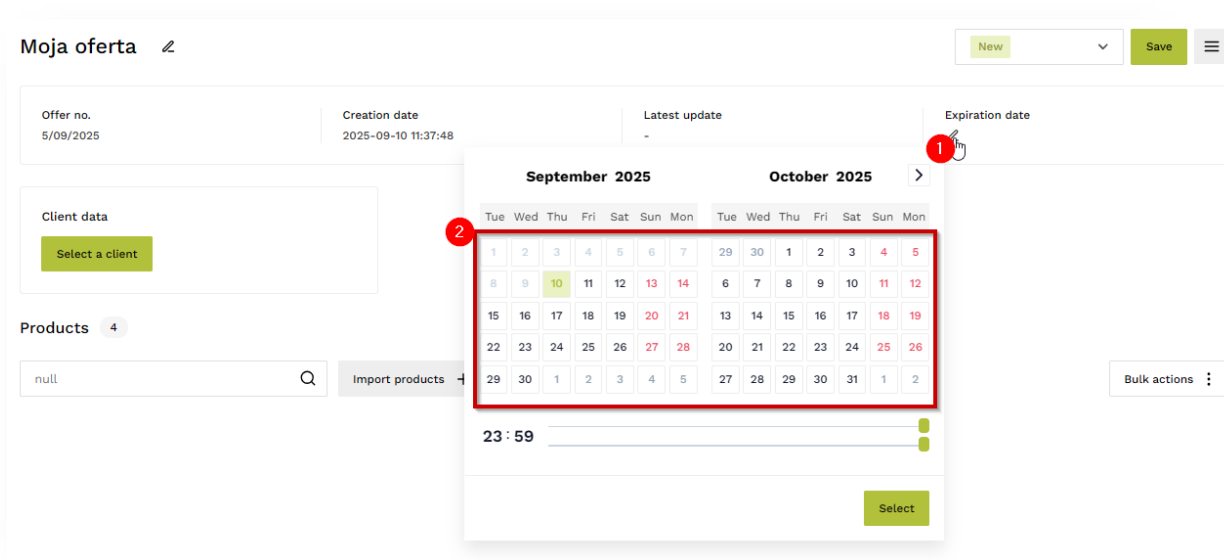
Creating offers

To create a new offer for our customer, click **My Offers** from the main menu and then **Create Offer**. Then enter **the Name of the offer** and click **Create**.

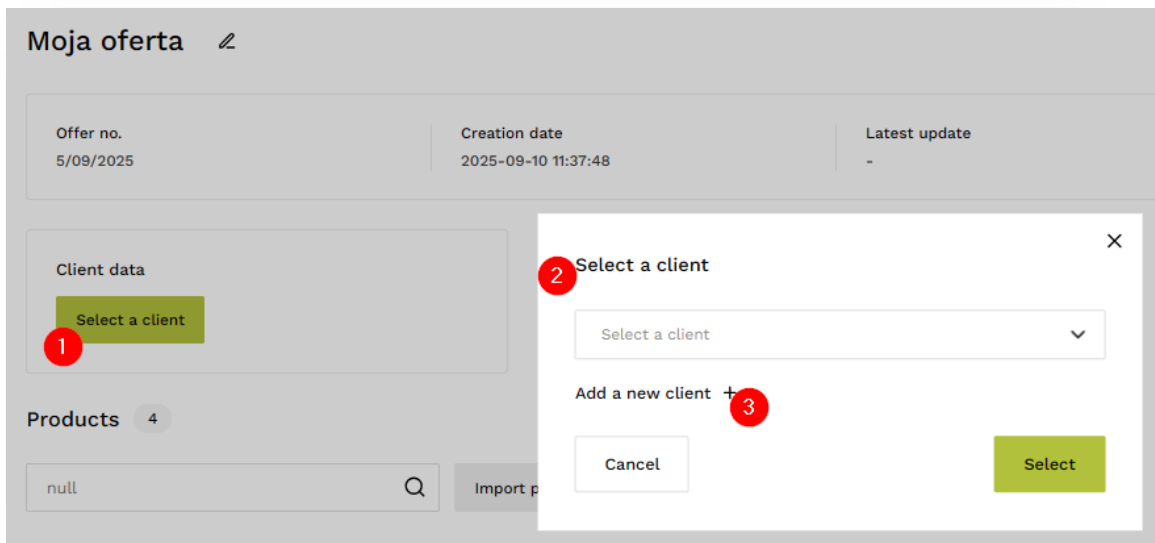


We will get a new page where we fill in the data needed to prepare the offer.

We can limit our offer by time or leave it until cancellation. To set the expiration date for our offer, click **Expiration** date and then select a date.



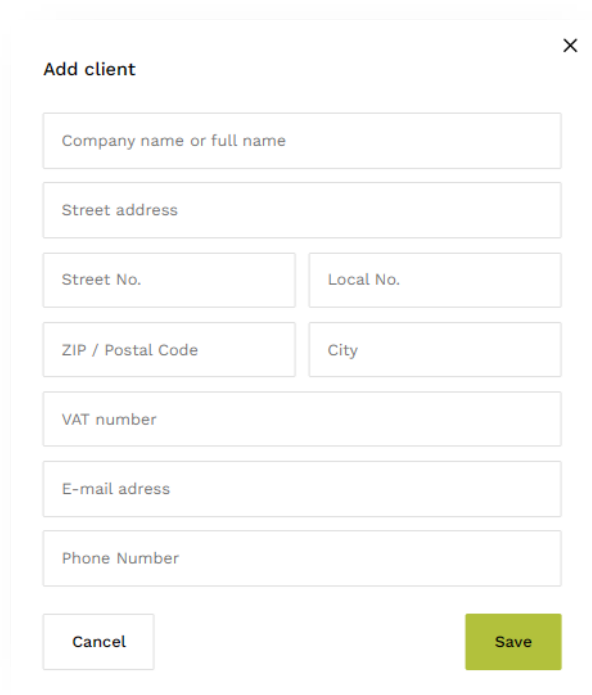
Next, **we select the contractor** for whom we are preparing the offer. Choose a contractor from the list of previously added contractors or create a new one.



The screenshot shows the 'Moja oferta' (My offer) form. At the top, there are fields for 'Offer no.' (5/09/2025), 'Creation date' (2025-09-10 11:37:48), and 'Latest update' (-). Below this is the 'Client data' section with a green 'Select a client' button, which is highlighted with a red circle 1. To the right, a modal titled 'Select a client' is open, showing a dropdown menu with 'Select a client' and a red circle 2. Below the dropdown is a link 'Add a new client +' with a red circle 3. At the bottom of the modal are 'Cancel' and 'Select' buttons. In the background, the 'Products' section shows a search bar with 'null' and a magnifying glass icon, and an 'Import p...' button.

When adding a new contractor, enter the required data and save.

The contractor will be automatically added to our offer.



The screenshot shows the 'Add client' form. It has a title 'Add client' and a close button 'X'. The form contains several input fields: 'Company name or full name', 'Street address', 'Street No.', 'Local No.', 'ZIP / Postal Code', 'City', 'VAT number', 'E-mail adress', and 'Phone Number'. At the bottom, there are 'Cancel' and 'Save' buttons.

The offer can be supplemented with **HENDI products** and/or **non-HENDI products** (instructions on [page 14](#)).

Products 0

No products in stock
Add products to ther offer.

Products outside Hendi's offer 0

No products in stock
Add products to ther offer.

HENDI products are added in a similar way to adding products to the shopping cart - use the **Add product** option and then select the products you are interested in, or use the **Import products** from a previously created .xls/.csv file

After adding the products, we can set the discount for our customer as well as the number of products we currently want to sell. Offer summaries are available below both sections.

Products 1

No.	Product	Catalogue price	Discount for you	Price for you	Client discount	Your profit	Customer price	Number of qty	Total price
1	 HENDICHEF multi-purpose food process or, HENDI, 230V/1400W, 210x380x(H)32... Code: 221761	1 899,00 zł	32.5%	1 281,82 zł	10,00 %	427,28 zł	1 709,10 zł	1	1 709,10 zł

Products outside Hendi's offer 1

No.	Product	Current price	Client discount	Your profit	Number of qty	Value of products to the customer	Sum of profit
1	 oven EAN code: MKF511SKKPU	35 000,00 zł	5,00 %	-1 750,00 zł	1	33 250,00 zł	-1 750,00 zł

Offer summary

Offer for client:		Your profit (net):	
Product value (net):	36 899,00 zł	Your income (net):	34 959,10 zł
Value of discounts:	-1 939,90 zł	Your cost (net):	36 281,82 zł
Together:		Your profit (net):	-1 322,72 zł
Order value (net):	34 959,10 zł		

Once you have prepared your offer, save it by clicking the **Save** button at the top of the page.

228 HENDI - My account - My offers - Offer 2/06/2025

New offer 2025

New

Save

Offer no.	Creation date	Latest update	Expiration date
2/06/2025	2025-06-24 11:39:22	2025-10-23 13:19:17	

We can send our offer to the customer:

- A. online as a link to a website
- B. as an Excel file
- C. as a Word file

To send an offer online, go to the **Generate offer online** section, click **Send to client**, and then **Copy link**.
Send the copied link to your client, e.g., by email.

Generate offer online

Select the details you would like to appear on the offer for your client. If you don't select anything, all information will be visible in the offer.

☐ Select all

☐ Ordinal number

☐ SKU code

☐ Customer discount

☐ Total value

☐ Photo

☐ Technical c

☐ Customer price

☐ Foreign code

☐ EAN code

☐ Catalogue price

☐ Quantity

Share the offer

https://b2b.hendi.com/en/offer/df680455...

Copy link

Save

Send to client

We can send an online offer with limited information. To do this, **select the data** you are interested in, then click **Save, Send to client**, and **Copy link**.

Generate offer online

Select the details you would like to appear on the offer for your client. If you don't select anything, all information will be visible in the offer.

1 ☒ Select all

2 ☒ Ordinal number

☒ Photo

☐ EAN code

☒ SKU code

☐ Technical code

☒ Customer discount

☐ Customer price

☐ Quantity

☒ Total value

☐ Foreign code

3 ☐ VAT (%)

4 **Share the offer**

<https://b2b.hendi.com/en/offer/d680455...>

Copy link

Save **Send to client**

To generate an offer in an Excel file, go to the **Generate offer to Excel file** section, then **select the data** you want to be visible in the offer and click **Generate**. Save the generated file on your computer and then send it to your customer, e.g., by email.

Generate offer to Excel file

Select the data you want to be visible in the export file.

☐ Select all ☐ Include products outside of HENDI

☒ Photo	☒ Product name	☒ EAN code	☒ SKU code
☒ Technical data	☐ Product description	☐ Catalogue price	☐ Customer price
☒ Quantity	☒ Total value		

Note

Generate

The last option is to generate an offer to a Word file in the form of a product card for one or more products. To do this, go to the Generate offer to Word file section and select one of the two options – **Generate as one file** or **Generate as separate files**.

Generate offer to Word file

Select the data you want to be visible in the export file.

☐ Include products outside of HENDI

Generate as one file Generate as separate files

The saved offer can be found in the **Customer Panel** → **My Offers**



Returns

To report a return, go to the **Billing Documents** section and select the invoice for which you want to create a return.

- Summary
- Order history
- Billing documents**
- Shopping lists
- My offers
- My clients
- My products
- Returns
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Billing documents

All invoices

① You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term	
Invoice FG/2025/07/00048 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	54,00 zł	2025-07-29	↓
Invoice FG/2025/07/00046 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	86,39 zł	2025-07-29	↓
Invoice FG/2025/07/00045 22.07.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	73,57 zł	2025-07-29	↓

From the invoice, click **Report Return** and you will be taken to a page with a list of products that were included in the invoice.

Invoice no FVAD/2023/03/00001

[Report a return](#)
[Report a complaint](#)

[Show order details](#)
[Download the invoice](#)

Date of issue	Payment term	Payment status
06.03.2023	2023-03-13	Paid

Billing details
 HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo
 Poland

From the product listing, **select the product** you want to return, **give the reason** and click **Submit Return**.

Select the products to return

☒	 Smooth vegetable knife, Victorinox, Yellow, (L)190mm Code: 6.7606.L118 14,40 zł 3 szt	Return ☒ Number of products: 1 Report a return
☐	 Smooth vegetable knife, Victorinox, Green, (L)212mm Code: 6.7706.L114 18,90 zł 3 szt	
☐	 Serrated vegetable knife, Victorinox, Green, (L)212mm Code: 6.7736.L4 18,90 zł 3 szt	
☐	 Mandoline V-type, HENDI, Black, 130x335x(H)75mm Code: 222614 98,10 zł 7 szt	
☐	 Pizza delivery bag 45 cm Kitchen Line, HENDI, Kitchen Line, Black, 470x470x(H)210mm Code: 709870 88,20 zł 1 szt	

As a confirmation of acceptance of the request you will see appropriate message. Addition, to our address e-mail address will be sent a confirmation of the return notification.

If we want to report the return of another product for the same order, just click **Report a return**.



Your return has been reported.

We have sent a return confirmation with details to your e-mail address. Check your inbox.

Would you like to return another product for the same order?

Report a return

Return number:

ZWR/PL/1111

Return status:

Otwarte

Do you have questions?

 +48 61 658 70 00
 b2b@hendi.com

Return to the store



Complaints

To report a claim, go to the **Billing Documents** section and select the invoice on which there is a product to report.

- Summary
- Order history
- 1 Billing documents**
- Shopping lists
- My offers
- My clients
- My products
- Returns
- Complaints
- Comparisons
- XML Product Catalog
- Address book
- Users
- Account settings
- Notifications

Billing documents

All invoices

You can submit a return or complaint from the details of the billing document.

Document	Address	Value	Payment term
Invoice FVAD/2024/12/00026 18.12.2024 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	601,43 zł	2024-12-25
Invoice FG/2025/06/00018 09.06.2025 Paid	HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ Firmowa 12 62-023 Robakowo Poland	245,96 zł	2025-06-16

From the invoice, click on **Report a complaint**, after which you will be taken to a page with a list of products that were included in the invoice.

Invoice no FVAD/2023/03/00001

[Report a return](#)
[Report a complaint](#)

[Show order details](#)
[Download the invoice](#)

Date of issue	Payment term	Payment status
06.03.2023	2023-03-13	Paid

Billing details

HENDI POLSKA SPÓŁKA Z OGRANICZONĄ ODPOWIEDZIALNOŚCIĄ
 Firmowa 12
 62-023 Robakowo
 Poland

From the list of products we **select the product** we want to report by clicking **Report complaints**, after which we will be transferred to the complaint form.

Select products to complaints

No.	Product	Unit price	Number of products	Together	
1.	 Smooth vegetable knife, Victorinox, Yellow, (L)190mm Code: 6.7606.L118	14,40 zł	3 szt	43,20 zł	Report complaints
2.	 Smooth vegetable knife, Victorinox, Green, (L)212mm Code: 6.7706.L114	18,90 zł	3 szt	56,70 zł	Report complaints
3.	 Serrated vegetable knife, Victorinox, Green, (L)212mm Code: 6.7736.L4	18,90 zł	3 szt	56,70 zł	Report complaints
4.	 Mandoline V-type, HENDI, Black, 130x335x(H)75mm Code: 222614	98,10 zł	7 szt	686,70 zł	Report complaints
5.	 Pizza delivery bag 45 cm Kitchen Line, HENDI, Kitchen Line, Black, 4 70x470x(H)210mm Code: 709870	88,20 zł	1 szt	88,20 zł	Report complaints

In the form, first select **the type of claim**, **the date of the defect**, enter **a description of the complaint** and add **attachments** (.pdf/.jpg/.png)

Advertised product


 Smooth vegetable knife, Victorinox, Yellow, (L)190mm
 Code: 6.7606.L118
 14,40 zł
 3 szt

Complaint Type 1
 Date of defect 2
 Number of products 3
 Describe the details of the complaint 3
 Add attachment 4
 File size up to 5 MB (maximum 4 attachments).

Then we proceed to determine the location of the product and possibly add a bank account number. As the address of the product location, we can indicate the same address we have given as the billing address or another address, such as the address of the customer to whom the goods were sent.

If the above information has been completed, click on **Report complaint**.

Applicant's details

Delivery details

B2B HENDI
test 2
02-097 TEST
Poland
Tax Identification Number: 7792270344

Bank account number for refund

Bank account number

Product location

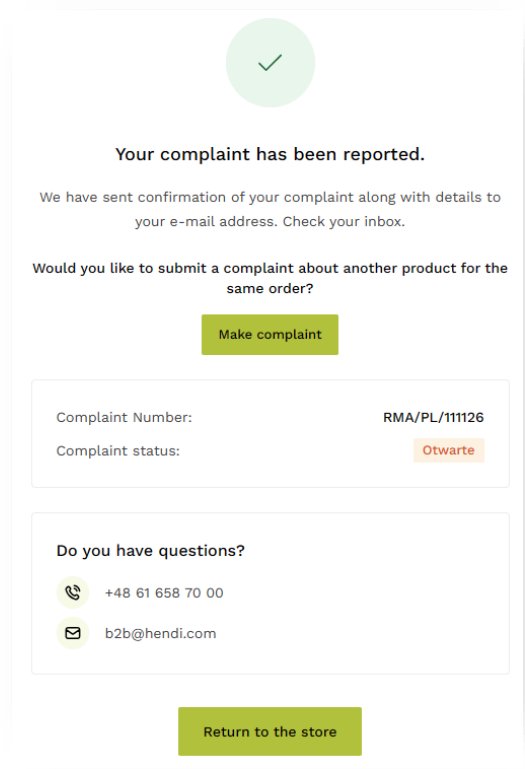
Specify product location address

A courier will be sent to the given address to pick up the damaged product or technician will be dispatched.

☒ Same address as contractor
☐ Other address than contractor

The following message will appear as a confirmation appropriate message. Addition, to our address e-mail address will be sent a confirmation of of the claim notification.

If we want to report the return of another product for the same order, just click **Make complaint**.



A screenshot of a confirmation message from HENDI. At the top, there is a green circle with a white checkmark. Below it, the text reads: "Your complaint has been reported." followed by "We have sent confirmation of your complaint along with details to your e-mail address. Check your inbox." Then, it asks: "Would you like to submit a complaint about another product for the same order?" Below this is a green button labeled "Make complaint". Further down, there is a box containing "Complaint Number: RMA/PL/111126" and "Complaint status: Otwarte". Below this box is another section titled "Do you have questions?" with two contact options: a phone icon next to "+48 61 658 70 00" and an email icon next to "b2b@hendi.com". At the bottom of the form is a green button labeled "Return to the store".

✓

Your complaint has been reported.

We have sent confirmation of your complaint along with details to your e-mail address. Check your inbox.

Would you like to submit a complaint about another product for the same order?

Make complaint

Complaint Number: RMA/PL/111126

Complaint status: Otwarte

Do you have questions?

+48 61 658 70 00

b2b@hendi.com

Return to the store



Other functionalities

1. Planned delivery date

Planned delivery date is information from which we can learn about the nearest delivery of a given product to our warehouse. Please remember that this is only **PLANNED** delivery date. It can be changed at any time.

Information about the next delivery are placed on the product card

Frying pan, HENDI, ø280x(H)50mm

Code: 627624



-32.5%

Frying pan, HENDI, ø280x(H)50mm

77,62 zł

Catalogue price: 115,00 zł

Number of products

Add to cart

● Available: 53 szt

● SKLEP HENDI WARSZAWA: 4 szt.

[Check availability in other stores](#)

Nearest delivery date:
12.10.2025 (513 pcs.)
25.01.2026 (426 pcs.)

and in the shopping cart next to the product

Products in cart 3

Search from the list

Bulk actions

☐	No.	Product	Price (Netto)	Discount	Number of products	Together
☐	1.	Frying pan, HENDI, ø280x(H)50mm Code: 627624 ● Available: 53 pcs. Nearest delivery date: 12.10.2025 (513 pcs.) 25.01.2026 (426 pcs.)	77,62 zł 115,00 zł	-32.5%	1	77,62 zł × Delete
☐	2.	Frying pan, HENDI, ø240x(H)50mm Code: 607060 ● Available: 125 pcs.	174,82 zł 259,00 zł	-32.5%	1	174,82 zł × Delete
☐	3.	Purity C 300 filter, Brita, 125x119x(H)466mm Code: 102826 ● Available: 46 pcs.	336,83 zł 499,00 zł	-32.5%	1	336,83 zł × Delete

2. Notifications about changes to the next delivery

A notification about the change in the upcoming delivery will be sent to the email address of the user who placed an order for a product that is **temporarily unavailable** and who had information about an **upcoming delivery date**.

Egg sterilizer, HENDI, 10 eggs, 230V/35W, 422x228x(H)188mm

Code: 281253



Product description Technical data Downloads

-32.5%

Egg sterilizer, HENDI, 10 eggs, 230V/35W, 422x228x(H)188mm

424,58 zł
Catalogue price: 629,00 zł

Number of products:

Add to cart

Temporarily unavailable

SKLEP HENDI WARSZAWA: 0 szt.

[Check availability in other stores](#)

Nearest delivery date:

- 18.09.2025 (81 pcs.)
- 19.10.2025 (291 pcs.)
- 19.10.2025 (161 pcs.)
- 26.10.2025 (160 pcs.)
- 16.11.2025 (86 pcs.)

However, in order for notifications to be sent correctly, go to the **Client Panel** ➔ **Notifications** and select the option to **change the date of the upcoming delivery**.

Notification of change of the next delivery date

☒ Change of the upcoming delivery date

Save

The message will contain information about which product the change is related to and in which order the product is currently included.

Notifications are sent only once a day.